

Precarious Housing and Homelessness in Older Adults: Resources and Collaboration

Virtual Course

TRAINER MANUAL



The Academy for Professional Excellence is a project of the San Diego State University School of Social Work



This training was developed by the Academy for Professional Excellence, with funding from the California Department of Social Services, Adult Programs Division.



**Curriculum Developer, 2022
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INTRODUCTION

THE ACADEMY FOR PROFESSIONAL EXCELLENCE

We are pleased to welcome you to **Precarious Housing and Homelessness in Older Adults: Resources and Collaboration for APS Trainer Manual**, developed by Adult Protective Services Workforce Innovations (APSWI), a program of the Academy for Professional Excellence under a grant from the California Department of Social Services, Adult Programs Division.

The Academy for Professional Excellence, a project of San Diego State University School of Social Work, was established in 1996 to provide exceptional workforce development and organizational support to the health and human services community by providing training, technical assistance, organizational development, research, and evaluation. Serving over 20,000 people annually, the Academy continues to grow with new programs and a diversity of training focused on serving the health and human services community in Southern California and beyond.

The Academy is a project of San Diego State University School of Social Work (founded in 1963), which offers both a bachelor's and master's degree in Social Work. The School of Social Work at San Diego State University was founded in 1963 and has been continuously accredited by the Council of Social Work Education since 1966.

APSWI is a program of the Academy for Professional Excellence. APSWI is designed to provide competency-based, multidisciplinary training to Adult Protective Services professionals and their partners. APSWI's overarching goal is the professionalization of Adult Protective Services professionals to ensure that abused and vulnerable older adults and adults with disabilities receive high quality, effective interventions and services.

In partnership with state and national organizations, APSWI is developing a national APS Supervisor Core Competency Training Curriculum. This curriculum is developed, reviewed and approved by experts in the elder and dependent adult abuse fields.

APSWI's partners include:

- National Adult Protective Services Association (NAPSA) Education Committee
- California Department of Social Services (CDSS), Adult Programs Division
- County Welfare Directors Association of California (CWDA), Protective Services Operations Committee (PSOC)

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HOW TO USE THIS MANUAL

This curriculum was developed as a virtual 3 hour workshop using the Zoom platform, paying close attention to virtual training best practices. It can be tailored to a different virtual platform (WebEx, GoTo Training, etc.), if necessary. It may also be trained in-person by modifying activity and engagement prompts as necessary.

The Participant Manual should also be sent ahead of time as a fillable PDF if using Adobe Acrobat or to allow participants to print a hard copy.

Trainer Notes are written entirely in bold text box and are provided as helpful hints.

Moderator Notes are written entirely in bold text box and are provided as helpful hints.

- Actions which the trainer takes during the training are written in **bold**.
- When there are both Trainer and Moderator notes on same page, Trainer and Moderator is **underlined**.
- Expected time per slide is provided next to slide number and topic on each page.

Use of language: Throughout the manual, APS professional is used most often to describe APS line staff. The term client is used most often to describe the individual at the center of the APS investigation. However, if concept or material was directly quoted from copyrighted material, another term may be used.

He and she have been replaced with the gender-neutral they throughout this manual, unless quoted from copyrighted material. This should not be thought of as plural persons, but rather a gender-neutral term describing all humans.

Customizing the Power Point:

This manual is set up so that the trainer script/ background material is on the same page as the accompanying PowerPoint slide.

Hide a slide instructions:

1. On the Slides tab in normal view, select the slide you want to hide.
2. On the Slide Show menu, click Hide Slide.

The slide number will have a line through it to show you have hidden it.

NOTE: The slide remains in your file even though it is hidden when you run the presentation.

The course outline, provided in the next section of this manual, is the class schedule used for development of this curriculum. It can be used to help determine how much time is needed to present each section. However, times will vary based on the experience and engagement of the audience.

TRAINER GUIDELINES

It is recommended that someone with education in behavioral health or experiencing working in the behavioral health field facilitate this virtual workshop. Co-presenting with an APS professional is encouraged.

Suggestions for virtual training when possible:

- Have a moderator or co-host who can primarily focus on the virtual aspects of this training (e.g., monitoring chat box, launching polls, assigning breakout groups, monitoring participant reactions, etc.).
- Test out the use of the breakout room feature prior to conducting this training.
- Log in at least 30 minutes prior to the training to ensure the virtual classroom is fully functioning and that you are comfortable navigating it.
- Your equipment and platform may dictate how you do some activities or discussion. There are times you may not be able to see everyone's faces, names or reactions (thumbs up, mute/unmute, etc.). There is a need for both verbal discussion and chat discussion. At such times, the moderator will fill a critical role monitoring those features you cannot. Practice during a run through how you will use the various functions for each section.
- The optimal size for this virtual training is 20-25 participants.

Teaching Strategies	The following instructional strategies are used: <ul style="list-style-type: none">○ Lecture segments○ Interactive exercises (e.g., breakout groups, chat box discussion, polling activities)○ Question/answer periods○ PowerPoint Slides
Materials and Equipment	The following materials are provided and/or recommended: <ul style="list-style-type: none">○ Trainer Manual○ Participant Manual (fillable PDF)○ PowerPoint Slides○ Headset with microphone○ Computer

VIRTUAL TRAINING TIPS

Training and facilitation have always been an art. Virtual training is no exception. Below are some helpful tips to remember and implement when training in a virtual environment.

Assume nothing.

- Do not assume everyone has the same knowledge/comfort level with technology or has access to equipment like printers, video camera, headsets or even reliable Wi-Fi.

Distractions are everywhere.

- Participants have greater access to distractions (email, phone, others at home) which can take their focus away from the training. Therefore, explain everything and summarize before asking participants to complete an activity and check for clarification.

Over explain when possible.

- The virtual room doesn't allow for participants to see everything you're doing as they can in-person. Share as you navigate the virtual environment. If you are silent while looking for something or finding a screen, they may think something is frozen.

Mute with purpose.

- "Mute all" function can help ensure we don't hear conversations we're not supposed to. However, it can also send a message to the participants that they are a passive participant and may not make them feel comfortable taking themselves off mute when you want them to speak.

Two screens can be a lifesaver.

- This allows you to move your chat box or participant gallery view away from your presentation so you can see more of what's going on.

Rely on practice, not luck.

- Winging it during an in-person training or facilitation may work from time to time, but doesn't work in the virtual environment. In addition to covering the content, you have to manage all of the technology issues, learning styles in a virtual room, and it will show if you're not prepared.

Bring the energy.

- As trainers, we are no strangers to being "on," standing and moving around. However, some of the body language, subtle nonverbal skills we relied on the in-person training room do not translate well in the virtual environment. While this may make you more tired, it's important to up your enthusiasm, voice, and presence in order to engage with attendees.

Be mindful of your space.

- Training virtually brings an entirely new component of what we're willing to share with others. Learners can get distracted with what's in your background, whether what is physically there or if you set your video to use a virtual background.
- It's important to reflect on questions of privilege, diversity and equity when thinking of your training space.
- Are there objects in your background that can symbolize status, privilege and/or power? If so, consider removing them to dismantle any added power dynamics that already exist with you as the Trainer.
- Unknowingly, objects can come across as offensive or can activate unpleasant or traumatic memories, and can instantly discredit your rapport building. Think of neutral backgrounds that

EXECUTIVE SUMMARY

Precarious Housing and Homelessness in Older Adults: Resources and Collaboration For APS

This is the **third** workshop in the series: “Effectively Working APS Cases for Persons Experiencing Homelessness”. The series is designed to provide APS professionals with knowledge, practical tools, opportunities to build empathy and to gain a better understanding of what many individuals who are homeless, or precariously housed might work through in order to work more effectively with this population.

In this third and final workshop, APS professionals will gain a basic understanding of how the complex systems of affordable housing and help for people experiencing homelessness have evolved. This workshop was designed to help participants identify and understand strategies that support their client’s ability to navigate through those systems. This includes resources for other basic life needs which can help the money used for housing to stretch further.

After completing this workshop, participants will have insight to how the nation has shaped the response to homelessness on a state and federal level, what resources currently exist and how they can use those resources to help the people they work with. Participants will work individually and in breakout groups to locate and research useable resources and collaborative opportunities for their location and people they specifically work with. This includes an in-depth look at how California is shaping its response to homelessness. Participants will also be given resources to continue their learning process as programs and funding evolve.

Virtual Training

- The following virtual instructional strategies are used throughout the course: lectures, interactive activities/exercises, chat box discussions, large group discussions, breakout rooms, and poll options. PowerPoint slides are used to stimulate discussion and provide visuals on navigating websites.
- Participants will need access to a computer with video conferencing capability and be able to connect to the virtual platform being used to deliver this training. A headset or earbuds with microphone and a video camera are highly encouraged. Participant Manual is a fillable PDF if using Adobe Acrobat. Participants are encouraged to either print a hard copy or ensure access to Adobe Acrobat to allow for highlighting and note taking.

Continued

Course Requirements

- There are no course requirements but it is recommended that participants have some experience interviewing clients. It is highly encouraged to have attended Workshops #1 and #2 prior to attending.
- It is recommended that participants print out **Handout #1-Federal Programs, Handout #4-Resource List, and Handout #2-Links to Resources & Continued Education** prior to attending training.

Target Audience

This training is intended for new and experienced line staff, and for supervising staff.

Learning Objectives

Upon completion of this training participants will be able to:

- Summarize the complex system of affordable housing.
- Identify at least 3 resources available to use within one's APS practice.
- Compare resources for the general homeless population to subpopulations within the community like people involved in the justice system and people living with disabilities.
- Plan for ways to stay connected with a changing system of services.

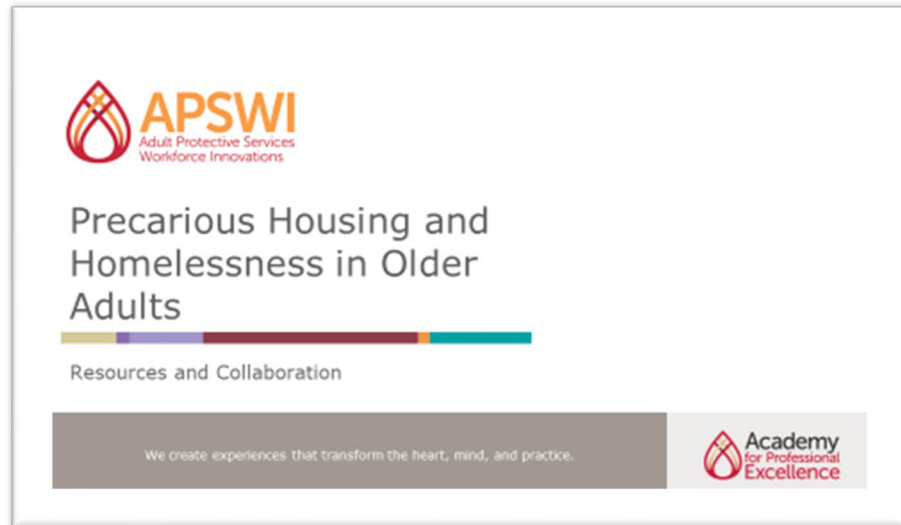
COURSE OUTLINE

CONTENT	MATERIALS	TIME
WELCOME, INTRODUCTIONS, & COURSE OVERVIEW		10 minutes
<i>Activity #1- Your Experience in Workshop Series (Individual Poll)</i>		2 min
<i>Course Goal and Learning Objectives</i>		
FEDERAL PROGRAMS ADDRESSING HOMELESSNESS		25 minutes
<i>Activity #2- Memory Jog (Individual/large group)</i>		5 min
<i>Federal Programs and Funding Sources</i>		
<i>Tying it Together</i>	Handout #1- Federal Resources Diagram	
CALIFORNIA RESOURCES		60 minutes
<i>Home Safe, Project Roomkey and Project Homekey</i>		
<i>Continuum of Care in CA</i>		
<i>Types of Shelters</i>		
<i>Housing Authority</i>		
<i>Activity #3- Public Housing Authority Scavenger Hunt (Breakout Groups)</i>		15-17 min
<i>Low Income Housing Tax Credits</i>		
MEETING THE NEEDS OF SUB POPULATIONS		15-20 minutes
<i>Veterans, Living with Mental Illness, Living with Disabilities, Previously incarcerated, registered sex offenders</i>		
ADDITIONAL BARRIERS NAVIGATING THE SYSTEM		15 minutes
	Handout #2- Navigating Barriers Tip Sheet	
SERVICE PLANNING AND COLLABORATION		30 minutes

<i>Activity #4- Case Study Application (Individual, Breakout Groups)</i>	Handout #3- Case Vignettes & Handout #4- Additional Resources (Non-Housing)	<i>15 min</i>
CHANGING LANDSCAPE		15 minutes
<i>CA's Master Plan for Aging, AB 135</i>		
<i>Continued Education</i>	Handout #5- Links to Resources & Continued Education	
WRAP-UP AND EVALUATIONS		10 minutes
<i>Activity #5- My Takeaway (Individual)</i>		<i>3 min</i>
TOTAL TIME (NOT INCLUDING BREAKS)		3 HOURS

**WELCOME, INTRODUCTIONS AND COURSE
OVERVIEW**
Time Allotted: 10-15 minutes

Slide #1: Welcome (2 minutes)



Allow for a few minutes for participants to settle in.

Chat Box:

Ask participants to type in their names, titles, and counties (or APS programs) for attendance purposes.

Introduce moderator(s) or **ask** moderator(s) to introduce themselves.

- **Describe** moderator's role—monitor the chat box, assign breakout rooms, handle any administrative issues, etc.

Slide #2: About the Academy and APSWI (1 minute)



Explain that the Academy for Professional Excellence is a project of San Diego State School of Social Work. Its mission is to provide exceptional workforce development and learning experiences for the transformation of individuals, organizations and communities.

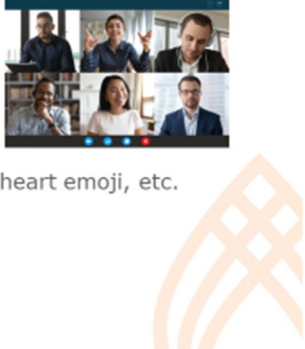
Explain that Adult Protective Services Workforce Innovations (APSWI) provides innovative workforce development to APS professionals and their partners. APSWI is a program of the Academy for Professional Excellence along with others listed on the slide.

Slide #3: Housekeeping (1 minutes)

Trainer/Moderator Note: If participants are equally comfortable with the virtual platform you are using, this slide might not be needed. However, it provides participants an opportunity to get involved right away and establishes that the Moderator is a key partner in this training (if available).

Housekeeping

- Video Camera
 - Option to hide "self view"
- Mute, unmute
- Chat box
- Reactions:
 - Thumbs up, clap, raise hand, heart emoji, etc.
- If you must step away...
- Potential technical glitches



Cover housekeeping items.

- Muting self
- Ensure display name is correct
- Use of video
 - Zoom feature allows you to hide "self view" where you no longer see yourself, but you're still on camera.
- Reactions are welcomed and encouraged.

Explain that technical glitches are inevitable on both your end and the participants and **encourage** all to be patient and forgiving as you navigate them.

Slide #4: Introductions (2-3 minutes)

Trainer Note: This activity was designed for when training the three-part series. You may want to skip or revise this activity if you've facilitated the series all in the same day or two.

Introductions

- Type in names, titles, and counties (or APS programs).
- Facilitator Introduction
- Poll:
 - Which workshops have you attended:
 - a. Workshop #1: Homelessness in Older Adults: Examining the Layers.
 - b. Workshop #2: Responding to APS Cases Involving Adults Experiencing Homelessness.
 - c. Both Workshop #1 and #2
 - d. Did not attend either workshop
 - e. Cannot remember

Chat box: **Remind** participants to type in their names, titles, and counties (or APS programs) if not already done so.

Introduce yourself and interest in this training topic.

Activity #1: Your Experience in Workshop Series (2 minutes) **Individual (poll)**

Explain that you'll be launching a poll to allow us each to know where each other might be coming from today. **Ask** that each participant take the anonymous poll and share there will be opportunities to elaborate if they desire.

Moderator to launch single choice poll:

Which workshops have you attended:

- Workshop #1: Homelessness in Older Adults: Examining the Layers
- Workshop #2: Responding to APS Cases Involving Adults
- Both Workshop #1 and #2
- Did not attend either workshop
- Cannot remember

Share poll results and **ask** for those who have attended either or both workshops to please share one takeaway.

Slide #5: Course Goals and Learning Objectives (3 minutes)

**Trainer
Note: This
slide is
animated.**

Course Goals and Learning Objectives

3rd Workshop in "Effectively Working APS Cases for Persons Experiencing Homelessness" series.

- Workshop #1: Understanding risk/protective factors, examining layers of bias and applying principles of Trauma-Informed Care
- Workshop #2: Looking at complexity of these cases, practical strategies in safety, outreach and assessment and develop personal self-care plan

After completion of this workshop, participants will be able to:

- Summarize the complex system of affordable housing.
- Identify at least three resources available to use within one's own APS practice.
- Compare resources for the general homeless population to sub populations within the community such as those involved in the justice system, or individuals living with disabilities.
- Plan for ways to stay connected and continue learning about the quickly changing system

Explain this is Workshop #3 in the three-part series: Effectively Working APS Cases for Persons Experiencing Homelessness. The entire series has been designed to provide APS professionals with knowledge, practical tools, opportunities to build empathy and to gain a better understanding of what many individuals who are homeless, or precariously housed work through in order to work more effectively with this population.

- Workshop #1, *Homelessness in Older Adults: Examining the Layers*, was an awareness training that really focused on:
 - Understanding risk and contributing factors and identifying protective factors
 - Identifying our own implicit and explicit bias with those experiencing homelessness and how bias can impact the way we work with others
 - Applying the Principles of Trauma Informed Care when working with this population.
- Workshop #2, *Responding to APS Cases Involving Adults Experiencing Homelessness*, was developed to broaden APS professional's skills when working with this population and focused on:
 - The complexity of these cases and summarizing the unique traits, challenges and needs of this population
 - Working through expected challenges when conducting outreach and engagement
 - Applying practical techniques during the assessment
 - Self-care planning for the APS professional

Continued

The overall goal for this final workshop is to take the knowledge and skills from Workshops #1 and #2 and apply them to the content in today's workshop which examines navigating a system of resources, referrals and collaboration.

Review Learning Objectives

After completion of training, participants will be able to:

- Summarize the complex system of affordable housing.
- Identify at least three resources available to use within one's own APS practice.
- Compare resources for the general homeless population to sub populations within the community such as those involved in the justice system, or individuals living with disabilities.
- Plan for ways to stay connected and continue learning about the quickly changing system of services for those who are houseless.


Explain that this is a very "resource heavy" workshop.

- There will be periods with a lot of listening after which there will be activities that allow you to apply what you have just heard.
- **Ask** participants to have **Handout #5- Links to Resources and Continued Education** available, so as these resources are discussed they can locate and identify the links to them for further use.

**FEDERAL PROGRAMS ADDRESSING
HOMELESSNESS**
Time Allotted: 25 minutes


Slide #6: Quote (2 minutes)

Quote



"It's up to brave hearts, sir, to be patient when things are going badly, as well as being happy when they're going well ..."

Miguel de Cervantes Saavedra



Ask for a volunteer to read the quote on the slide:

"It's up to brave hearts, sir, to be patient when things are going badly, as well as being happy when they're going well ..."

Share the following to set the tone of workshop:

Today we are going to take a difficult journey into helping older adults find affordable housing. There have been many efforts over the years to help older adults gain affordable housing. All of these efforts have created multiple paths that twist and turn.

This first section will provide a framework that will help you to understand and navigate those paths.

- As we travel those paths it can feel as if nothing works. Clients may have had similar experiences and feel folded into hopelessness.
- That is one of our tremendous challenges, to instill hope in others when we ourselves are struggling to feel hopeful.

Explain that we are living in a changing environment when it comes to homelessness.

- There is more public acknowledgement and ongoing legislation creating funding, resources and programs. The number of options are growing.
- But the work it takes to help individuals obtain affordable housing is rarely easy.
 - To take on this task requires some willingness to keep going when the APS professional may feel they are "tilting at

Continued


windmills". We have chosen our career paths in order to make a difference. This means we work hard and try all options, some without success.

- It means that at times we pick ourselves up, practice self-care, and continue on. This work takes an individual with a sense of "I can make a difference regardless of how I feel right now." An individual who refuses to give up.

Slide #7: Knowledge Check (3-5 minutes)

Knowledge Check

1. What is Housing First?
 - a. Temporary housing given with an agreement that individuals will complete listed requirements.
 - b. Emergency/Crisis housing.
 - c. Recovery oriented approach that centers on moving people into permanent housing and providing supports and services.
2. What was the initial purpose of the Department of Housing and Urban Development (HUD)?
 - a. To provide housing for the Homeless.
 - b. To create decent homes and communities for Americans.
 - c. To develop a Nation without poverty.
3. Why Was the McKinney Vento Act created?
 - a. As a Federal response to the problem of homelessness.
 - b. To prevent children from growing up homeless.
 - c. To create a system of subsidized housing.
4. What is the most effective housing resource you are currently aware of and why?



Activity #2: Memory Jog, 5 minutes

Individual and Large Group

Let's start with a knowledge check-in! Some of these terms have been used in previous parts of this series, some are new today—but not necessarily new to you. How many do you know? Please consider making a guess if you are not sure of the answer.

Ask participants to type a, b, or c in the chat box after you read each question and provide the multiple choices, with the exception of #4 where they type their answer to an open-ended question.

1. What is Housing First?
 - a. Temporary housing given with an agreement that individuals will complete listed requirements.
 - b. Emergency/Crisis housing.
 - c. Recovery oriented approach that centers on moving people into permanent housing and providing supports and services.**
2. What was the initial purpose of the Department of Housing and Urban Development (HUD)?
 - a. To provide housing for the Homeless.
 - b. To create decent homes and communities for Americans.**
 - c. To develop a Nation without poverty.

Continued

3. Why Was the McKinney Vento Act created?
 - a. **As a Federal response to the problem of homelessness.**
 - b. To prevent children from growing up homeless.
 - c. To create a system of subsidized housing.
4. What is the most effective housing resource you are currently aware of and why?

Explain that more information will be given about the answers to these questions in the content of today's workshop.

Slide #8: US Department of Housing and Urban Development (HUD) (2 minutes)

**Trainer Note:
This slide is
animated.**

US Department of Housing and Urban Development (HUD)

- Department of Housing and Urban Development (HUD) signed in as Cabinet Level Agency in 1965 (Lydon B. Johnson).
 - **Always about housing but not always about Homelessness**
 - Initial Focus was on Affordable Housing and Blight.
 - Has become the Federal Response to Homelessness.



How does it help?

- Provides an extensive amount of information and resources.

Share that the first Federal Program of today's workshop is the US Department of Housing and Urban Development.

Cover the following:

- HUD's predecessor was The Federal Housing Administration signed into existence by Franklin D. Roosevelt in 1934. It's job was to provide affordable housing and eradicate blighted areas of run down housing and high crime.
- On September 9, 1965, Lyndon B. Johnson signed into law the creation of a cabinet level agency; *The Department of Housing and Urban Development*, known as HUD. It was an expansion of the Federal Housing Administration.
- At that point in time Homelessness **was not** addressed by HUD.
- HUD has since become the Administrator of the Federal Response to Homelessness.

So, how does this help APS professionals? *Answer: HUD was the origin of everything. A tremendous amount of knowledge, links and resources can be found on their website.*

[HUD 50 | HUD history timeline](#)

[A History of HUD, by Lawrence L. Thompson \(monarchhousing.org\)](#)

Slide #9: The McKinney-Vento Act (3 minutes)

Trainer Note:
This slide is
animated.

McKinney-Vento Act

- 1980's: Increasing Homelessness is visible.
- Federal Government does feel it is their responsibility.
- Multiple attempts and Bi-partisan support brings about the McKinney-Vento act.
- McKinney-Vento creates:
 - Interagency Council (USICH)
 - Coordination of programs
 - Funds to assist the Homeless



How Does it Help? **Foundational Act.** Help in understanding how all programs link together.

Share the following about the McKinney-Vento Act:

- **It is the foundation for helping those who are homeless.**
- In the early 1980's the problem of homelessness began to noticeably increase. The Federal Government felt the issue was the responsibility of local governments and there was no need for Federal Legislation.
 - Advocates for homelessness solutions pushed back. The main advocate for the Legislation to address homelessness was Representative Stewart McKinney who died on May 7, 1987.
 - The act received bi-partisan support and quietly signed into law by President Regan on July 22, 1987 who did not support it.
 - Representative Bruce Vento, who had picked up the torch after the death of McKinney, died in 2000.
 - To honor these men the act has become known as the McKinney-Vento act.

The purpose of the McKinney-Vento was to;

- 1) Establish an Interagency Council on Homelessness;
- 2) Coordinate the use of resources and programs.
- 3) Provide funds for programs to assist the homeless.

How does it help APS professionals?

Answer: Understanding the McKinney Vento Act is foundational to understanding how everything links together. It was the first step in helping those experiencing homelessness.

[Text of H.R. 558 \(100th\): Stewart B. McKinney Homeless Assistance Act \(Passed Congress version\) - GovTrack.us](#)

[04-17 Homeless-Assistance-McKinney-Vento.pdf \(nlihc.org\)](#)

[nch.mckinney.vento.definition.pdf](#) and [McKinney.pdf \(nationalhomeless.org\)](#)



Slide #10: The Interagency Council on Homelessness (USICH) (3 minutes)

Interagency Council On Homelessness (USICH)

- Established by the McKinney-Vento Act.
- **19 Federal Agencies who broke down silos.**
 - Issues policy making reports:
 - Opening Doors (2010)
 - Home Together (2018)
 - House America (2021)
 - Promotes coordination of among state, federal and private sectors.

How does it help?

- Email subscription provides constant flow of information.



Share the following about the Interagency Council on Homelessness:

- Established by McKinney-Vento.
- The Interagency Council on the Homeless (USICH) is made up of 19 Federal Agencies.
- Their job is to:
 - Prepare an annual report to the President and Congress assessing the needs of individuals who are houseless and offer policy and administrative recommendations.
 - Promote coordination among federal and state agencies, programs and private sector organizations.

Their contributions are:

- A push to adopt *Housing First* as an effective evidence-based model.
- Helped shift policy priorities to more effective solutions, including increased funding for permanent housing.
- They are a **successful example of breaking down silos and effective collaboration.**
 - **Ask:** What does the term “breaking down silos” mean?
(Possible answers include: Ensuring organizations are working together, sharing information, not letting a perceived, or real feeling of division stop communication.)

How does this help APS professionals? *Answer: USICH has researched and set the standard for understanding and working with homelessness. It has an email list which informs subscribers of new developments. It has also been a tremendous example of the impact of collaboration and something we can learn from when working within our Multi-Disciplinary Teams.*

Continued

[Social Sciences | Free Full-Text | Who Are the Homeless? Centering Anti-Black Racism and the Consequences of Colorblind Homeless Policies | HTML \(mdpi.com\)](#)[About USICH | United States Interagency Council on Homelessness \(USICH\)](#)

[How Would Terminating USICH Affect Efforts to End Homelessness? Preliminary Findings from Interviews with Federal Agencies, Communities, and Advocacy Organizations | Urban Institute](#)

Slide #11: Continuum of Care (COC) (3 minutes)


Continuum of Care (COC)

- **Tasked with moving the needle on homelessness.**
- HUD created the Continuum of Care (COC) to organize funding awards.
- Must have a "Coordinated Entry System."
- Appoints "Lead Agencies"

How Does it Help?

- Links to determine who the Lead Agency is and their contact

[Grantee Contact Information - HUD Exchange](#)



Share the following about the Continuum of Care:

- HUD created the Continuum of Care (COC) to provide organization in the funding to community programs instead of having a "free for all." **They are tasked with moving the needle on homelessness.**
- The COC, by law, must have a Coordinated Entry System (24 CFR 578.7(a)(8)) which is a "No wrong door approach."
 - The 211 system is used widely for this purpose.
- COC's appoint Collaborative Applicants, or Lead Agencies to carry out the work of "moving the needle" on homelessness. Lead agencies vary; city, county, private, government, nonprofit, faith based.
- Tasks given to the Lead Agencies (Collaborative Applicants) include having a:
 - Homeless Management Information System (HMIS) which is a data gathering program.
 - Coordination of receiving and distributing funding.
 - Point-in-time count, which allows for a report on the demographics and needs of the homeless community including existing gaps in services. These reports help determine the COC's focus and who gets the money.

Explain: We have 44 COC's in California and this is how you would look them up.

Provide the following information: [Find a Grantee - HUD Exchange](#) or [Grantee Contact Information - HUD Exchange](#).

Continued

How does this help APS professionals? *Answer: This gives links to determine who the Lead Agency is and how to contact them. Additionally, if you, a gatekeeper or trusted ally within the homelessness community, or even a client would like to participate in the Point in Time Count, you can contact the CoC or the Lead Agency.*

(California Continuums of Care 2019-2020 Lead Agencies (aka Collaborative Applicants or Administrative Entities) - Homeless and Housing Strategies for California (homelessstrategy.com)

Continuum of Care (COC) Overview, HUD Field Office. HUD community planning and development (CPD) Representative Taylor Kiely, Heartland Continuum of Care.

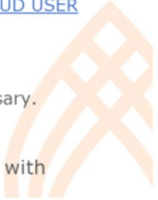
Evaluations of Continuum's of Care, (Burt, et. al., 2002)

[Point-In-Time \(PIT\) Count | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

Slide #12: Public Housing Programs (5 minutes)

Public Housing Programs

- Two types:
 - Tenant Based Housing Choice Voucher Program (Section 8)
 - Can be transferred to other counties and states.
 - Application through local public authority when wait list is open.
 - Extensive wait times.
 - Income limits can be looked up at: [Income Limits | HUD USER](#)
 - Non-Transferable (Project Based)
 - Size based on number of people applying.
 - 30% of income minus some expenses deemed necessary.
 - Allows service animals.
 - Section 202 (Older Adults) and Section 811 (Adults with Disabilities)



Share the following on Public Housing Programs:

Public housing was established to provide housing for people who are older or have disabilities and are low-income. Public housing programs are federally funded and county run. Because the funding is used at a local level, public housing programs will be discussed more in the next sections when we cover the state and county level.

Two types:

- **Tenant Based Housing Choice Voucher Program:** this is a transferable housing voucher also known as Section 8. It allows a person to move where they want, including out of state. The dollar amount of assistance received is determined by percentage of the family income **below** the median income for the area. HUD establishes the median income levels in all areas. To receive assistance the family income must be at 80% or lower of that established level. The amount of assistance received is increased when the family income is at 50%, or lower, of the median income for the county area in which a person lives.
 - Application through the local Housing Authority.
 - Wait times are extensive.
 - Income limits can be looked up at [Income Limits | HUD USER](#)
- **Non-Transferable housing projects.**
 - The cost of rent is 30% of the individual's income.
 - Rental assistance for specific sites.

Continued

- These are non-transferable—if the individual chooses to move, their subsidy does not move with them.
- These buildings are not limited to older adults. However, they have specific apartment complexes for older adults, typically defined as 62 years or older.
- The allowable apartment size/# of bedrooms are determined by number of people. So, an older adult can get on a waitlist for a family apartment complex if they qualify for the apartment sizes available.

- Section 202 (Older Adult Housing)
 - 30% of an individual's income.
 - Provides funds to nonprofits to develop and operate housing. *Funding of this program has been minimal.*
- Section 811 (People with Disabilities).
 - 30% of an individual's income,
 - Includes anyone with a documented disability.
 - Federal Government funds, does not participate in providing service.
 - *Funding is currently minimal.*

How does this help the APS Professional? *Answer: If you get them on the wait list, the Public Housing Authority will communicate with them, rather than removing them from the list if they do not communicate with Public Housing.*

An APS professional can also help their clients by discussing the importance of seeking medical help for any condition they may be experiencing that is disabling, including disabilities related to mental health disorders. Explaining that a documented disability can help them get the resources they need and may provide more options for housing may be an additional motivation for a person who is not engaging in medical assistance.

[HUD's Public Housing Program | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Housing Choice Voucher Program Section 8 | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Section 202 Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Section 811 Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

Slide #13: Tying it Together (2 minutes)

Trainer Note: This slide is animated to first show the image with question and then answer.

Tying It Together



McKinney-Vento Act
United States Interagency Council on Homelessness
Department of Housing and Urban Development (HUD)
Continuum of Care

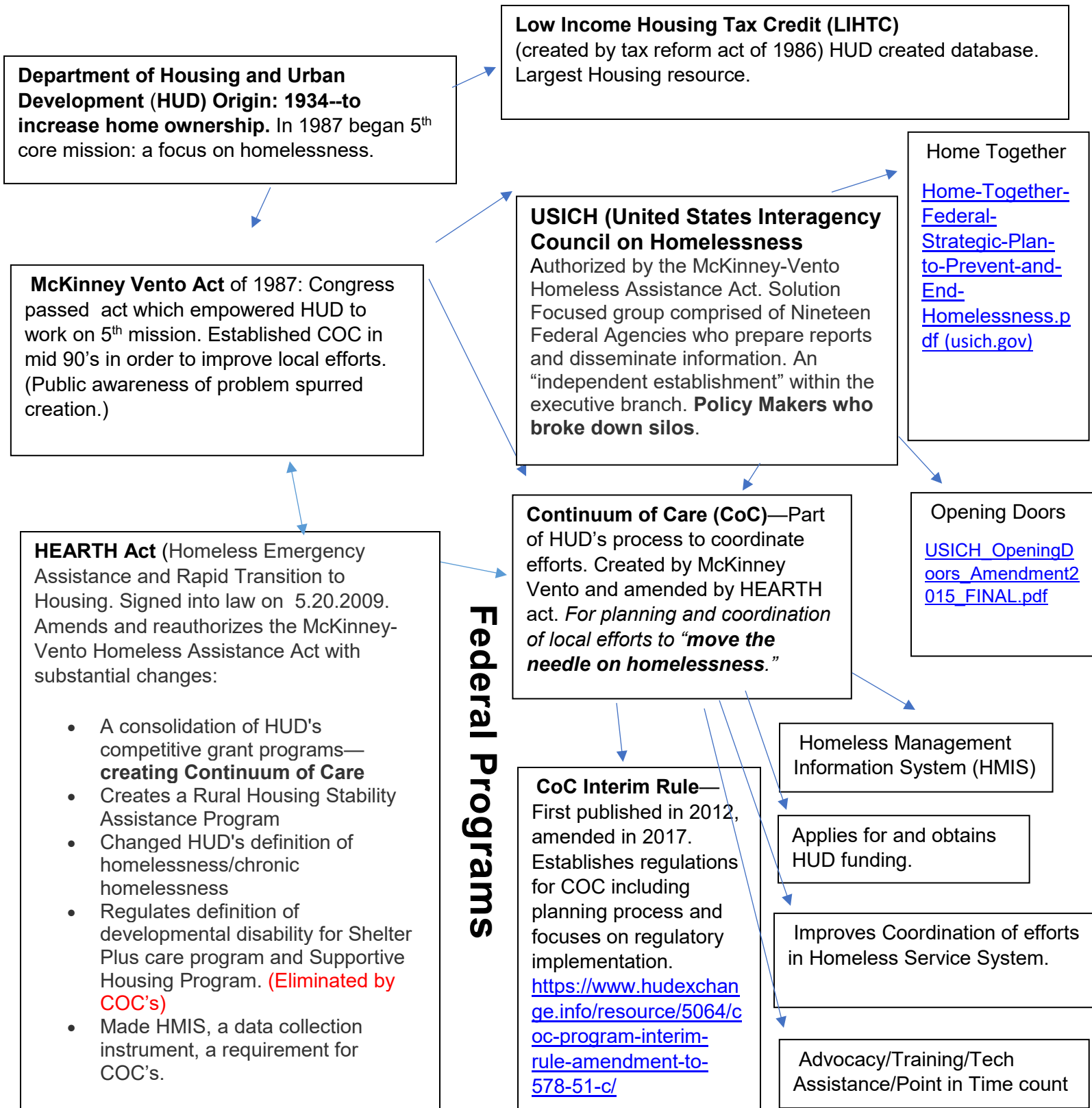
Refer participants to **Handout #1-Federal Resources Diagram**.

Explain that we are going to ask a few questions about the programs we just discussed as a quick review. Please feel free to use your participant manual and Handout #1 to help you answer.

Questions:

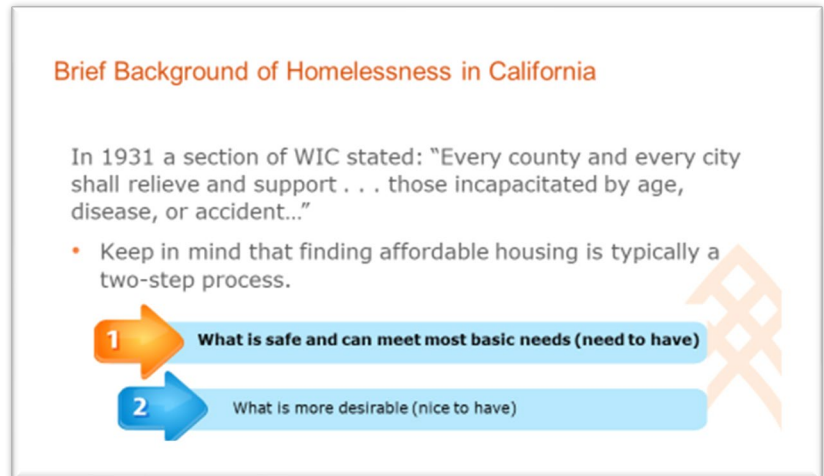
1. What was the Foundational Act? (**McKinney-Vento Act**)
2. Name of organization that brought together 19 agencies who broke down silos. (**United States Interagency Council on Homelessness (USICH)**)
3. Which organization was always about housing but not always about homelessness? (**Department of Housing and Urban Development (HUD)**)
4. Which organization was tasked with "Moving the Needle on Homelessness." (**Continuum of Care COC**)

HANDOUT #1- FEDERAL RESOURCE DIAGRAM



CALIFORNIA RESOURCES
Time Allotted: 60 minutes

Slide #14: Brief Background of Homelessness in California (2-3 minutes)



Brief Background of Homelessness in California

In 1931 a section of WIC stated: "Every county and every city shall relieve and support . . . those incapacitated by age, disease, or accident..."

- Keep in mind that finding affordable housing is typically a two-step process.

- 1 What is safe and can meet most basic needs (need to have)
- 2 What is more desirable (nice to have)

Explain that since 1931, CA has been mandated via the Welfare and Institutions Code to help and support those "incapacitated by age, disease, or accident."

We are going to take a look at what is currently accessible and how to use those resources. Later we will look at what is coming and what you can do to stay aware and educated as resources change and grow.

Share the following about the reality of finding housing options:

- As we continue with this workshop, it's important to accept that helping people find affordable housing is typically a two-step process.
 - First, we can focus on helping them understand they need to get into a situation where they are safe and can meet their most basic needs. This is typically where clients struggle to meet the reality of affordable housing. It takes time to get them a situation they want. For now, can they accept and tolerate what keeps them safe and protected?
 - Like many APS interventions, it's a stepping stone to a better situation, the second step, if they are willing to move through the steps.
 - We may have to work to accept this reality ourselves as we also want the client to have what they want. Accepting it ourself can help with service planning.

(Blasi 2017)

Slide #15: Home Safe (5 minutes)

Home Safe

Who is from an APS program who participated in the 2018 Home Safe Pilot?

What changes has the current Home Safe funding brought to your APS programs?

- Home Safe was created to support safety and housing stability in adults involved with protective services,
- Provides multiple services, legislation written to give flexibility in how funds are used.
- Help for those who are homeless and at-risk of homelessness.
- In 2021 the eligibility was expanded to include individuals who are in the intake process for APS.

A study has found that it has increased collaboration with other social service programs and helped prevent homelessness for high-risk clients. The flexibility in funding added greatly to its success.

Ask for participants to either use the hand reaction/emoji or virtually raise hand if on camera if their APS program was a part of the 2018 Home Safe pilot.

Ask that for a volunteer or two share what changes the current use of Home Safe funds brought to their APS program?

Explain: Home Safe was created to support safety and housing stability in adults involved with protective services,

- Initially funded in 2018.
- Provides multiple services as the legislation is written to give flexibility in how funds are used.
- Help for those who are homeless and at-risk of homelessness.
- As of 2021 the eligibility for Home Safe was expanded to include individuals who are in the intake process for APS.
- The funds can help with mobile home repairs, high utility costs, rental arrearages, deep cleanings, landlord mediation, facilitating mobility-related modifications to the home (e.g., grab bars and ramps), and housing-related intensive case management.
 - **Ask** if any participants have used funds for their clients in other ways that were not mentioned and if so, to please share.

A study of this program found that it has increased collaboration with other social service programs, helped prevent homelessness for high-risk clients and the flexibility in funding added greatly to its success. If you are not aware of the funding your county has received, you can refer to the Home Safe allocation released in January 2022 on the Home Safe Page in ca.gov.

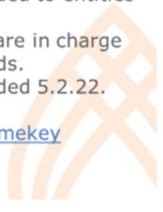
[Home Safe Program \(ca.gov\)](#), [Home Safe Program Fact Sheet \(ca.gov\)](#)

[Home Safe Interim Evaluation: Key Findings | Benioff Homelessness and Housing Initiative \(ucsf.edu\)](#)

Slide #16: Project Roomkey & Project Homekey (5 minutes)

Project Roomkey to Project Homekey

<p><u>Project Roomkey</u></p> <ul style="list-style-type: none">• Launched by Gavin Newsom in 2020 because people who cannot follow protective measures are at higher risk.• Homeless Individuals were 2-4 times more likely to need critical care and 2-3 times more likely to die.• Coordinated effort between FEMA and State.• Temporary Measure.	<p><u>Project Homekey</u></p> <ul style="list-style-type: none">• Building on the success of Project Roomkey to use the same ideas to provide permanent affordable housing.• 1-4 billion awarded to entities that apply.• Continuum of Care in charge of awarding funds.• Final awards ended 5.2.22.• Great website!• Front page Homekey (ca.gov)
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Explain that this next project began due to COVID, and we'll look at how it will be impacting affordable housing in California.

Project Roomkey:

- Launched in March 2020 due to the understanding that people who are homeless cannot follow protective measures such as isolation, social distancing, handwashing, etc. and are at an increased risk of contracting COVID-19.
- Chronic/Underlying Health conditions are significantly higher among homeless individuals which placed them at additional risk.
 - In March 2020 a study found those people experiencing homelessness were two to four times more likely to require critical care and two to three times more likely to die.
- Governor Gavin Newsom initiated Project Roomkey.
 - This was a coordinated effort between FEMA funding and state agencies; The California Governor's Office of Emergency Services (Cal OES), California Department of Social Services (CDSS), and the Business, Consumer Services and Housing Agency (BCSH).
 - It secured 15,000 rooms in hotels and motels throughout the state for medically vulnerable people experiencing homelessness into safe shelter during COVID-19.
 - This was a short term solution that expired and in many cases returned people back to the streets. However, it helped to give birth to Project Homekey.

Continued

Project Homekey:

- Because Project Roomkey was a success it led to Project Homekey which builds on the idea of Project Roomkey.
- “Project Homekey is a statewide effort that seeks to expand housing for those who are homeless and impacted by COVID-19 or other communicable diseases.” (Homekey: Brining Everyone Home, CA.gov)
- It is administered by the California Department of Housing and Community Development (HCD).
- Approximately \$1.4 billion for the fiscal year of 2021-22 in grant funding will be made available to local public entities, including cities, counties, or other local public entities, such as housing authorities or Tribal Entities within California. This is to develop a broad range of housing from hotels, motels, hostels, single-family homes and multifamily apartments, adult residential facilities, or to convert commercial properties and other existing buildings to Permanent or Interim Housing for the Target Population.
 - Awarding of funds began in 2021 and ended on May 2, 2022.
 - These funds are for entities, not separate providers. The Continuum’s of Care are the coordinating entity. In your resource list you will see a link to Project Homekey. They have a “dashboard” which allows one to see where the funds are going, how they are spent, and what progress has been made, among other things.

[Project Roomkey \(ca.gov\)](#)

[March 2020 study \(PDF\) \(risk of mortality when homeless\).](#)

[Background | Homekey \(ca.gov\)](#)

[***UPDATE*** Project Roomkey: Impact to Date and Looking Ahead | Cal OES News](#)


[Governor Newsom Announces Homekey Grants for New Homeless Housing in Los Angeles and Sacramento - State of Reform | State of Reform](#)

Slide #17: Continuum of Care in California (2 minutes)

Continuum of Care in California

Continuum of Care's are designed to:

- Promote communitywide commitment to ending homelessness.
- Provide funding to nonprofits, state and local governments.
- Minimize trauma and dislocation to homeless individuals, and their communities.
- Optimize self-sufficiency among those experiencing homelessness.
- Have a coordinated entry system that takes a "no wrong door" approach.



Continuum of Care (CoC) California Outreach List [ca_continuum_of_care_contacts](https://www.ca.gov/continuum-of-care-contacts)
Updated: January 2022

Continuum of Care (CoC) Name	CoC ID	Point of Contact for Homeless Persons	Phone	Email	Alternate Contact	Phone	Email
San Diego, Imperial Counties CoC	CA-530						
San Joaquin, Merced, Stanislaus Counties CoC	CA-530						

Share that we mentioned earlier there are 44 Continuum’s of Care (COC’s) in California. California COC’s have the responsibility of doing multiple tasks. They work on child welfare, mental and physical health issues and they are the keepers of data. COC’s are also to pull communities in regard to considerations for homelessness. Their tasks are to:

- Promote communitywide commitment to the goal of ending homelessness.
- Disperse funding to nonprofits, state and local governments.
- Minimize trauma and dislocation to homeless individuals, and their communities.
- Optimize self-sufficiency among those experiencing homelessness.
- Have a coordinated entry system that takes a “no wrong door” approach.
- They have Lead Agencies, also known as Collaborative Applicants.

Explain: Two ways to reach out to COC’s and Collaborative Applicants (lead agencies) are to use the HUD Website or to use the California COC list.

Show examples on PowerPoint.

[Maps for California Continuums of Care - Homeless and Housing Strategies for California \(homelessstrategies.com\)](https://www.homelessstrategies.com/maps-for-california-continuum-of-care-homeless-and-housing-strategies-for-california)

[Find a Grantee - HUD Exchange](https://www.hudexchange.info/)



[Legislation and Funding Archives - Homeless and Housing Strategies for California \(homelessstrategies.com\)](https://www.homelessstrategies.com/legislation-and-funding-archives)

Slide #18: Understanding 211 (2 minutes)

Understanding 211

2-1-1 Poll: What have you used 2-1-1 for?

- First enacted by the Federal Communications Commission (FCC) in 2000.
- Each state is responsible for their own 2-1-1 program.
- Available to 96% of Californian's.
- Important gateway for multiple resources, including homelessness resources.
- Helps a person understand what documents they need to apply for resources, helps process their applications and/or information.



Poll:

Ask participants to participate in the anonymous poll to see their familiarity with using 2-1-1.

Launch Poll: *"What have you used 2-1-1 for":*

1. Clients Only
2. Personal Only
3. Both clients and personal reasons
4. I have NOT used 2-1-1

Share the results and comment on the differences or similarities within the group.

Explain the following about 2-1-1:

- First enacted by the Federal Communications Commission (FCC) in 2000.
- Each state is responsible for their own 2-1-1 program.
- Major funder is The United Way.
- Available to 96% of Californian's.
- Important gateway for multiple resources, including homelessness resources.
- Helps a person understand what documents they need to apply for resources, helps process their applications and/or information.
- Generally, ends in being waitlisted for housing due the scarcity of resources.

[California 2-1-1 Get Connected. Get Answers. - About 2-1-1 \(211ca.org\)](https://www.211ca.org/)

[Shelters and Emergency Housing: California | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov/programs/211/)

Slide #19: Temporary Shelters: Types (3 minutes)

Temporary Shelters: Types

- Emergency Shelters:
 - Individuals can stay during the night but often have to vacate during the day unless the facility is designated as a day shelter also.
- Day Shelters:
 - Provide food, shelter and frequently case management services.
- Transitional Housing:
 - HUD definition: *"a project that is designed to provide housing and appropriate supportive services to homeless persons to facilitate movement to independent living."*
- Halfway Houses:
 - For individuals who are recovering from substance use issues, or recently been released from incarceration.
- Also consider Domestic Violence Shelters, Rehabilitation Centers, 90 day facilities.

Explain that there are different types of shelters:

- Emergency Shelters—rest, shelter and food. Individuals can stay during the night but often have to vacate during the day unless the facility is designated as a day shelter also. There is typically a maximum stay limit. Free.
 - Day Shelters—offer shelter during the day. Provide food, shelter and frequently case management services such as resume building, computers for job seeking, help with clothing, including clothing for job interviews. Some emergency shelters may also be day shelters. Free.
 - Transitional Housing—HUD definition: *"a project that is designed to provide housing and appropriate supportive services to homeless persons to facilitate movement to independent living. The housing is short-term, typically less than 24 months. In addition to providing safe housing for those in need, other services are available to help participants become self-sufficient."* Can be free or have a charge.
 - Halfway Houses—longer term—typically maximum time which could be a few years. A reduced fee is charged. There are rules and curfews. Typically for individuals who are recovering from substance use issues, or have recently been released from incarceration.
- There are also drug and alcohol rehabilitation shelters, domestic violence shelters, and 90 day treatment centers for those with mental health conditions.
 - An APS professional will want to consider each client's individual situation and what can be used to help them, remembering that finding permanent housing is often a two-step process; "right now" vs. "long term".

Continued

- Always determine if there is an age cut-off with any of these as well as accessibility accommodations.

[Definition of HUD Transitional Housing \(pocketsense.com\)](http://pocketsense.com)
[California Homeless Shelters \(shelterlistings.org\)](http://shelterlistings.org)

Slide #20: Finding Shelter Resources (2-4 minutes)


Finding Shelter Resources

[California Homeless Shelters \(shelterlistings.org\)](http://shelterlistings.org)

- General listing for California shelters.
- Lot of information, impossible to be comprehensive
- Multiple types of shelters, including transitional.

Other Options

- Looking shelters up by county in a web search.
- Depending on county there are multiple websites for nonprofits, faith-based, etc.



Ask for participants who have had to find shelters for their clients to take self off mute or type in chat box what resources did they use to do this?

Share the following about finding shelter:

- [California Homeless Shelters \(shelterlistings.org\)](http://shelterlistings.org)
 - General listing for California shelters.
 - This is not comprehensive because that is impossible.
 - It has a lot of information.
 - It has multiple types of shelters, including transitional.
- Looking shelters up by county in a web search.
- Always do a web search for local providers. Depending on location there are nonprofits, faith-based, etc.

Ask: “For those of you with experience in using shelters what are some of the barriers to older adults being in emergency shelter?”

Possible answers may include:

Physical limitations—wheelchairs/mobility challenges, ability to leave during the day, willingness of shelter to accept risk, not able to keep medications with them, or resistance to them having medications, ability to bring in pets.


Slide #21: Rooms for Rent (2-4 minutes)

Rooms For Rent

- Two Divisions: A person who has an extra room to rent out, or a person/entity that owns a house and rents the rooms.
 - They may offer ½ rooms
 - \$800.00 to \$950.00 for a room, \$550.00-\$650.00 for a half room.
- Requires a constant vigilance of the local ads, although websites may exist if it is a business entity.
- Maybe phrase as “the best way to wait for something better.” (step 1).
- Conditions of room rentals vary widely, as do initial deposits and rules.
- Takes only a 30 day notice to evict.

- Room and Board’s, Board & Care, etc.

Know all options and explain capabilities, pros and cons to clients.



Share the following about rooms for rent, including Room and Board’s.

- Two Divisions: A person who has an extra room to rent out, or a person/entity that owns a house and rents the rooms. They may offer ½ rooms and the prices are high, \$800.00 to \$950.00 for a room, \$550.00-\$650.00 for a half room.
- Requires the APS professional maintain a constant vigilance of the local ads, although websites may exist if it is a business entity.
- Generally, an unpopular idea for older adults. Can be phrased as “the best way to wait for something better.”
- Conditions of room rentals vary widely, as do initial deposits.
- Landlords typically do not want people who will be at home all day.
- May have numerous rules.
- Takes only a 30 day notice to evict.

Ask if participants have experience using this option or Room and Board’s as a resource for clients to please share.

Share that sometimes, even with these being unregulated, they are the only option. Renters are expected to be fully independent, not requiring any level of care, and any “staff” or landlords are not allowed to provide medical assistance.

Explain that APS should be prepared to explain all options to their clients: shelters, Board & Care, Room and Board, Independent Living facilities, and what they can and cannot do for people who live there.


Slide #22: Housing Authority (4 minutes)

Housing Authority

Housing Authority handles Public Housing and HUD establishes income levels for receiving assistance.

- Transferrable (Section 8)
 - Typically wait times in the years.
- Non-Transferable (Project Based) 30% of income.
 - 1-2 people can apply for studio or one bedroom.
 - If a caregiver is medically necessary single person can have a two bedroom.
 - Support animals typically allowed.

Word to the Wise: Watch the waitlists.



Explain: We discussed Public Housing in the Federal section briefly. To refresh: HUD establishes the median income levels in all areas. The amount of assistance received is determined by percentage of the family income **below** that level. For transferrable vouchers the family income must be at 80% or lower of that level. The amount of assistance received is increased when the family income is at 50%, or lower, of the median income for the county area in which a person lives.

HUD has a link to all [Public Housing Authorities](#) in California. Resources differ by county/city. It may be easier to search the county + Housing authority; ex: Kern County Housing Authority, San Diego Housing Authority, etc.

- Transferable Vouchers: Allows an individual, or family, to rent Section 8 housing in the area that they want to live. Expected wait time (once the list is open) can extend into the years depending on the density of the population and cost of living in the area.
- Tenant Based Housing Choice Voucher Program (Non-transferrable housing): An APS professional must go to the Public Housing Authority from their county and look for the “applicant” page.
 - The size of the apartment the individual will be allowed to rent is determined by the number of people in the applicant’s household.
 - Two people to a room is the typical rule meaning a single individual or a couple can apply only for a studio, or a one room apartment.

Continued

- If a caretaker is deemed medically necessary (Doctor's proof) a two bedroom can be rented for one person.
- For the non-transferrable housing the typical rent is 30% of the individual's income.
- Pets are often allowed, although paperwork for a special accommodation for a support animal may have to be filled out.

Explain: To begin application process only basic information is needed. **Social Security number**, number of family members, special accommodations (may result in longer wait time) and demographic information.

Why this matters to APS professionals? *They can get their client onto a wait list for affordable housing if it is open. Of importance is watching these lists to know when they are open, or closed. Because basic information is first requirement the person has time to gather paperwork such as birth certificate, social security card, proof of need for special accommodations, etc. Securing these with a client might be some SMART goals: Specific, Measurable, Achievable, Relevant and Time-Bound) as mentioned in Workshop #2, to work with when first meeting with clients.*

Slide #23: Identifying Resources (15-20 Minutes)

Trainer Note: If break-out groups are from same county, they should search that county's Housing Authority. If from mixed-counties, they should choose a county and explain they can do this activity after training for their own county.

Identifying Resources

Activity instructions:

- Participants will be placed in break-out rooms, choose a leader.
- Finding the local housing authority:
 - Choose one county for the group to look at.
 - Enter county's name + housing authority (e.g. Riverside County Housing Authority, Kern County Housing Authority, etc.) in your search engine.

Look For:

- Applicant Page
- Open wait lists—open for how many bedrooms?
- Specifically for Older Adults?
- Income Scales?
- Location? Close to basic needs?



Activity #3 Public Housing Authority Scavenger Hunt (15-17 min with debrief)

Breakout Groups

Explain that participants will be put into breakout rooms to work on a task together. They should choose a group leader who will be willing to report out after the activity.

- It's encouraged that the group leader use "share screen" and navigate the HUD list with the group, or if members prefer, each person can do it on their own device.
- Groups will choose one county to look at.
 - Enter the county's name + housing authority; e.g. San Bernardino Housing Authority, Kern County Housing Authority, etc. into search engine. You have 10 minutes to look at how that particular housing authority is set up. Specifically look at:
 - Income scales.
 - What wait lists are open?
 - Where is the building located?
 - Would there be problems getting to doctors or hospitals?
 - What is close by that can meet client's needs?

Moderator to summarize instructions in chat box and launch breakout rooms.

Continued

Moderator to broadcast a message when there are 3 minutes remaining.

Moderator to close breakout rooms and welcome everyone back.

Call on each group leader to share in 1-2 minutes what they found.

Slide #24: Low Income Housing Tax Credit (LIHTC) Apartments (2 minutes)

Income Housing Tax Credit (LIHTC)

Low Income Housing Tax Credits (LIHTC) created by the tax reform act of 1986.

- This is an important source of affordable housing.
- Complex system of tax credits to encourage developers to build and maintain affordable housing.
- The IRS oversees the program.
- The California Tax Credit Allocation Agency administers this program.
- Cost of rent is set by a formula that determines what affordable is in the area.
- Largest source of LIHTC housing in California is The Conam Group which provides a search engine: [Our Multifamily Property and Community Investments | CONAM](#)

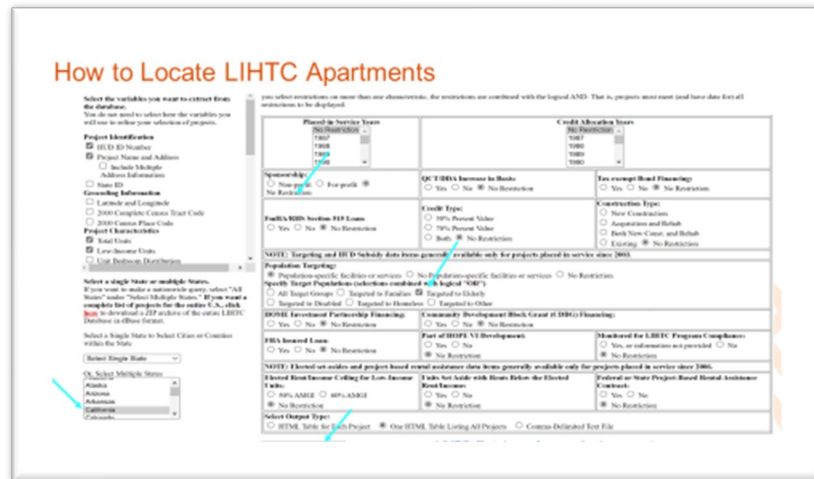
Explain: Low Income Housing Tax Credits (LIHTC) were created by the tax reform act of 1986.

- This is an important source of affordable housing.
- It is a complex system of tax credits to encourage private developers to build and maintain low income affordable housing by giving them tax credits to increase their benefit from doing so.
- The IRS oversees the program.
- The California Tax Credit Allocation Agency administers this program.
- There are four main players: IRS, State, General Partner, Limited Partner/Syndicator.
- Cost of rent is set by a formula that determines what affordable is in the area.
- Because of it's complexity, it's beyond the scope this workshop to fully explain. However, there are many ways to educate yourself. There are webinars on youtube. You can also watch the website for the CTCAC.

[CTCAC](#)

[Low-Income Housing Tax Credit \(LIHTC\) | HUD USER](#)

Slide #25: How to Locate LIHTC Apartments (3 minutes)



Explain that you'll be demonstrating how to find LIHTC as this is a valuable resource for APS. We will look at how to use two search engines to find LIHTC Apartments.

- HUD data base finder.
 - **Click** on the LIHTC Database Access [LIHTC Database Access \(huduser.gov\)](http://huduser.gov)
 - Select the state.
 - Specify your target population; homeless, elderly and disabled are your most relevant selections. You can place restrictions, however for an initial look at what exists do not restrict.
 - Click at bottom;_Retrieve Project Data.
- CONAM is one of the bigger LIHTC providers in California. They have a website where you can find information; contact, waitlist, etc. [Our Multifamily Property and Community Investments | CONAM](#)


Slide #26: Assisted Living Wavier (3 minutes)

Assisted Living Wavier Program

- Helps older adults, or **adults with disabilities**, with a waiver that subsidizes the cost of living in an assisted living to prevent unnecessary institutionalization.
- Participants must help with the cost. In 2021 their share of cost was \$1079.37 or \$1099.37.
- California budgeted a 7000 slot expansion in 2021.
- To get on the waitlist a person would contact their local care coordination agency at [Assisted Living Waiver Care Coordination Agencies](#)

Participating Counties:

- Alameda
- Contra Costa
- Fresno
- Kern
- Los Angeles
- Orange
- Riverside
- Sacramento
- San Bernardino
- San Diego
- San Francisco
- San Joaquin
- San Mateo
- Santa Clara
- Sonoma



Explain the following about the Assisted Living Wavier Program:

- The Assisted Living Wavier Program helps older adults, or **adults with disabilities**, with a waiver that subsidizes the cost of living in an assisted living. This is to prevent unnecessary institutionalization.
- Participants must help with the cost. In 2021 their share of cost was \$1079.37 or \$1099.37. **If your client's social security is under that amount this program is not available to them.**
- Counties that participate: Alameda, Contra Costa, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, and Sonoma counties.
- The Assisted Living Wavier program reached its capacity in 2017 and began a waitlist. California budgeted a 7000 slot expansion in 2021 and 2022.
- To get on the waitlist a person would contact their local care coordination agency and request the one page Waitlist Request Form. Those agencies can be found at [Assisted Living Waiver Care Coordination Agencies](#)

[Assisted Living Waiver \(ca.gov\)](#)

[California's Assisted Living Waiver \(ALW\) - Fact Sheet - CANHR SSI/SSP Rates - CALA \(caassistedliving.org\)](#)



**MEETING THE NEEDS OF INDIVIDUALS WITHIN
SUB-POPULATIONS**

Time Allotted: 15-20 minutes

Slide #27: Looking at Specific Needs (1-2 minutes)

Looking at Specific Needs

"There is no greater disability in society than the inability to see a person as more." – Robert M. Hensel



Ask someone to read the quote on the slide:

"There is no greater disability in society than the inability to see a person as more." - Robert M. Hensel.

Share that within every population we work with, there are diverse sub-populations within them. For those experiencing homelessness, there are various resources for people who identify within certain groups. Some of these subpopulations may stir up a bias we have, which we will have to see, examine and manage in order to serve our clients.


This next section, will focus on some tailored resources for Veterans, those living with mental illness, those who live with disabilities, those who have had been involved in the criminal justice system including registered sex offenders.

Slide #28: Veterans (4 minutes)

Trainer Note: This slide is animated.

Veterans

- **HUD-VASH:** Pairs HUD's Housing Choice Voucher assistance with case management and supportive services homeless Veterans.
 - Designed to find and sustain permanent housing.
 - *(Funding is not always available)*
- **Domiciliary Care For Homeless Veterans Program (8 in CA)**
 - In California the program is managed through calvet.ca.gov and is called **Veterans Homes of California** which:
 - Offers Independent Living to Memory Care.
 - A veteran can apply at age 55.
 - A spouse or partner can also be admitted.
 - Shared Rooms
 - No Pets



Share the following about types of housing programs for Veterans:

- **HUD-VASH:** A program that pairs HUD's Housing Choice Voucher assistance with Veteran Affairs case management and supportive services for homeless Veterans.
 - It is designed to help Veterans experiencing homelessness find and sustain permanent housing, along with providing the case management services they need to get necessary supports to maintain housing.
 - Individuals seeking assistance through the HUD-VASH program should contact their local [PHA](#) or [VA facility](#)-- [National Call Center for Homeless Veterans - VA Homeless Programs](#). *(Funding is not always available)*
- **Domiciliary Care For Homeless Veterans Program**
 - This is the oldest VA health care program. It was established via legislation passed in the late 1860's to provide a home for soldiers who were disabled in the Civil War.
 - It was originally for the economically disadvantaged and remains committed to that population.
 - It addresses both physical and mental disabilities.
 - In California the program is managed through calvet.ca.gov and is called **Veterans Homes of California**.
 - **About Veterans Homes of CA:**
 - The facilities offer different types of living from Independent Living to Memory Care. Each facility differs in which ones they offer.
 - There are eight facilities through California.
 - A veteran can apply at age 55.

Continued

- A spouse or partner who fills out the paperwork can also be admitted.
- Fees are based on the type of care provided:
 - Residential Care: 47.5% of the Vet's income.
 - Assisted living: 55% of the Vet's income
 - Intermediate Care: 65% of their income.
 - Skilled Nursing Home Care: 70% of the Vet's income.
- **Explain** the following two things an individual is likely to struggle with:
 - They will typically not have their own room. If they do have their own room and the population increases they will be expected to have a roommate.
 - Also, pets are not allowed.

[U.S. Department of Housing and Urban Development-VA Supportive Housing \(HUD-VASH\) Program - VA Homeless Programs](#)
[Domiciliary Care for Homeless Veterans Program - VA Homeless Programs](#)
[Welcome to the Veterans Homes of California](#)

Slide #29: Individuals Living with Mental Illness (5 minutes)

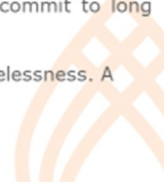
Trainer Note: This slide is animated.

Individuals Living with Mental Illness

Mental Health Services Act:

- Voted in 2004.
- Funded by a 1% income tax on incomes over 100,000 annually.
- Used to stabilize individuals living with severe mental illness and homeless, or at risk for homelessness.
- Provides services mainly through full partnership programs (FSP).
- Individuals who gain housing in this way need to commit to long term mental health services.

PATHS: Projects for Assistance in Transition From Homelessness. A block grant that can be searched for at SAMHSA.



Ask participants to raise their hand if they've heard of any of the following programs: Mental Health Services Act (MHSA): Community Services and Support, Full Service Partnership, or SAMHSA's PATH.

Explain that we'll cover these a bit more in depth here.

Share the following about the Mental Health Services Act (MHSA):

- Was voted in in 2004 and amended in 2020.
- It is funded by a 1% income tax on incomes that are higher than \$100,000 a year.
- MHSA funding has been used in multiple ways to stabilize individuals living with severe mental illness who are homeless, or at risk for homelessness.
 - Currently the program with the most funding is Community Service and Supports (CSS) with 76% of the funding.
 - It provides services mainly through the Full Service Partnership (FSP) program which is a wrap-around program for those individuals living with severe mental illness funded by MHSA.
 - Full Service Partnerships can provide long term intensive case management. If a client qualifies for a FSP program they will have the help they need to get into permanent supportive housing.
 - These services are provided by **outreach and**

Continued

engagement (OE) teams which are part of Behavioral Health Services. They have different names in different counties. They are accessed through Behavioral/Mental Health.

- Severity of need is one of the determinants of services.
- Entry into MHSA funded housing typically requires the person continues mental health treatment permanently.
- There is no state-wide governance of terms.
 - Teams work in different ways determined by their county.

Share the following about Projects for Assistance in Transition from Homelessness (PATH)

- SAMHSA has program called PATH; Projects for Assistance in Transition from Homelessness. They issue block grants which are authorized by McKinney-Vento to all 50 states.
- "PATH providers are local public or nonprofit organizations that have received PATH funding to provide services to people who are not currently connected to mainstream services. PATH state contacts provide training, technical assistance, and support for PATH providers within their state or territory. There is currently one path contact in California. A search for PATH providers can be done at: Projects for Assistance in Transition from Homelessness (PATH) (samhsa.gov)

If you are not already connected to the Older Adult FSP programs in your county, (e.g AgeWise in San Bernardino), the most direct path to find out what is available in your county is by calling 2-1-1 with a client because 2-1-1 are typically part of the "one door fits all" coordinated entry system.

Mental Health Services Act (MHSA) (ca.gov)

Fact Sheet MHSA Homelessness (ca.gov)

Projects for Assistance in Transition from Homelessness (PATH) | SAMHSA

Slide #30: Individuals with Documented Disabilities (2 minutes)

Trainer Note: This slide is animated.

Individuals with Documented Disabilities

- Housing and Disability Advocacy Program (HDAP):
 - California Department of Social Services (CDSS).
 - For homeless individuals who are eligible for disability benefits.
 - It can place a person as a priority on wait lists for housing.
 - If you go the Ca.gov CDSS page you will find on the right hand side a link to county points of contact. [Housing and Disability Advocacy Program \(HDAP\) County Points of Contact](#)

Section 811: [Section 811 Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)



Share the following information on programs available for persons with disabilities:

- Housing and Disability Advocacy Program (HDAP):
 - This is a program run through the California Department of Social Services (CDSS).
 - It's geared towards individuals who are homeless and likely to be eligible for disability benefits.
 - It can place a person as a priority on wait lists for housing.
 - HDAP has four core components:
 - outreach, case management, disability advocacy, and housing assistance.
 - It is administered by your local CDSS Housing and Homeless Branch.
 - If you go the Ca.gov CDSS page you will find on the right hand side a link to county points of contact. [Housing and Disability Advocacy Program \(HDAP\) County Points of Contact](#)
- Section 811:
 - A Federal Program for people with disabilities which is handled by your local housing authority.
 - On the HUD Section 811 portal is a link to Technical Assistance Collaborative (TAC).
 - It will provide you a database of contact people for the vouchers that exist through this program for people with disabilities.
 - This includes information for Vouchers for Non-Elderly People with Disabilities (NED).

[Housing and Disability Advocacy Program](#)
[Section 811 Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)
[The Technical Assistance Collaborative - TAC \(tacinc.org\)](#)

Slide #31: Individuals who have been Previously Incarcerated (3 minutes)

Individuals Previously Involved with the Justice System


Helping a justice involved citizen obtain housing:

- Contact the local COC for re-entry resources.
- Determine if their re-entry program/parole officers can provide resources.
- Locate nonprofits or agencies that work specifically with this population

All Applicants to HUD supported housing have the right to appeal.

- Reference guide: [Reentry-Manual-2018-FINALne.pdf \(nhlp.org\)](#)
- Require a copy of all policies and records used to disqualify. The Fair Credit Reporting Act (FCRA) disallows use of most negative records older than seven years.

Times are changing:
[Preventing Homelessness Among People Leaving Prisons and Jails - HUD Exchange](#)
[Reentry2030 - Successful reintegration for every person](#)



Explain that having a history of justice involvement or being incarcerated can be a barrier for accessing resources and support for many individuals experiencing homelessness. For any older adult this can be incredibly discouraging and APS will want to prepare clients for some of these barriers. These individuals are often firmly institutionalized so problem solving the normal day-to-day issues of life is frequently overwhelming.

- Helping a previously incarcerated citizen obtain housing:
 - Contact the COC for resources specific to reentry.
 - Talk to their Parole Officer who may (or may not) have resources.
 - Determine if they are part of a reentry program that can offer help.
 - Find nonprofits or agencies in your area that work specifically with this population (ex. Homeboy Industries, project Kinship)

Share the following:

- Housing First, which was passed into law in 2016 with Senate Bill 1380 requires that any state funded housing program must adopt a housing first approach which states:
"Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."
- Despite this law individuals who have criminal convictions get denied housing consistently, including state subsidized housing.

What can be done?

- Appeal
 - All applicants to HUD supported housing have the right to appeal. There is no such right with LIHTC housing. There is a

Continued

reference guide: [Reentry-Manual-2018-FINALne.pdf \(nhlp.org\)](#)

- Complain: Department of Fair Employment and Housing [dfeh.ca.gov](#)
Toll Free: 800.884.1684 TTY: 800.700.2320
- Require a copy of all policies and records used to disqualify. The Fair Credit Reporting Act (FCRA) disallows use of most negative records older than seven years.

Also realize that times are changing. In April HUD released a page dedicated to resources for Preventing Homelessness among people leaving prisons and jails. There is also a new movement called Reentry 2030 about helping justice involved individuals struggling with homelessness.

[Preventing Homelessness Among People Leaving Prisons and Jails - HUD Exchange](#)

[Reentry2030 – Successful reintegration for every person](#)

[Home | National Reentry Resource Center](#)

[Renting in California with a Criminal Record \(recordgone.com\)](#)

[What is Trauma-Informed Care? - University at Buffalo School of Social Work - University at Buffalo](#)

Slide #32: Individuals who are Registered Sex Offenders (3 minutes)

Individuals Who Are Registered Sex Offenders

High risk of homelessness due to limited resources and multiple rules about where they can live.
As of Jan 01, 2021, California implemented a tier system for sex offenses.

- Tier 1 registers for 10 years
- Tier 2 for 20, and
- Tier 3 for a lifetime.

Another option: Certificate of Rehabilitation.

- Allows a person to not register as a sex offender any longer.

If a person is registered as a sex offender, look for 290 housing. 290 housing is generally a paid room and may be reasonably priced.



Remind participants that implicit and explicit biases were explored in Workshops #1 and #2. People who are registered sex offenders and unhoused experience multiple biases. We ourselves may bring our bias for personal, or professional reasons, when we hear the term “registered sex offender.” Because APS works with all people within our community, we want to share the following about working with people who are Registered Sex Offenders:

- At a high risk of homelessness as their financial resources are frequently minimal and there are multiple rules about where they can live.
- No one wants a sex offender living around them so even when the housing found meets the conditions they must adhere to, they may still be refused housing. This includes family who may (reasonably) be fearful of repercussions.
- As of Jan 01, 2021, California implemented a tier system for sex offenses.
 - Tier 1 registers for 10 years
 - Tier 2 for 20, and
 - Tier 3 for a lifetime.
 - An older adult sex offender may be well past the time periods.
 - Another option, which is harder is to get a Certificate of Rehabilitation.
 - California has the paperwork on Ca.gov, however you can do a search and find most counties have their own paperwork.
 - Getting a certificate of rehabilitation also allows a person not register as a sex offender any longer.

Continued

- The application must be 10 years after release from incarceration, with no further offenses.
- The person must not be on parole and must have five years of satisfactory residence in the state.
- If a person is registered as a sex offender the APS professional needs to look for 290 housing. 290 is the Penal Code for the Sex Offenders Registration Act and is a common term used when people describe individuals who are registered sex offenders. 290 housing is generally a paid room and may be reasonably priced.
- APS professionals are encouraged to consult with and utilize professional supports when dealing with any activation they may feel when working with this, or any population. It's an important part of the Personal Self-Care Plan discussed in Workshop #2.

[PETITION FOR CERTIFICATION OF REHABILITATION](#)

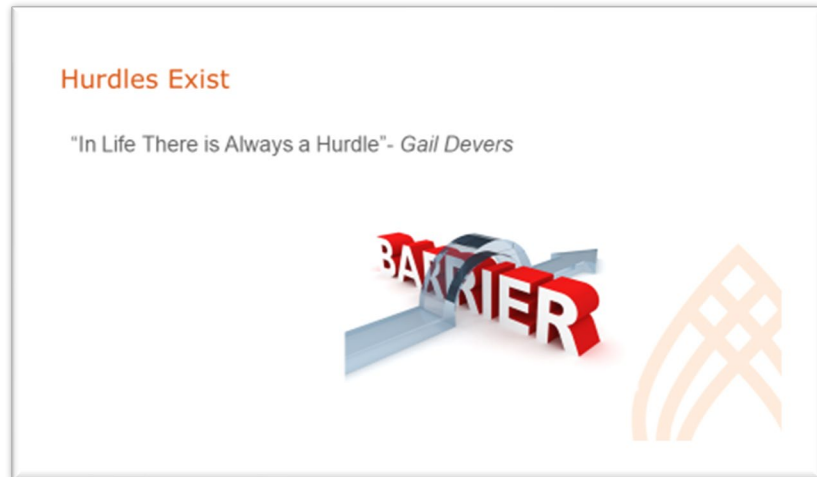
[Law section \(ca.gov\)](#)

[California Sex Offender Registry Laws 2022 - How It Works \(shouselaw.com\)](#)

[FAQs California Tiered Sex Offender Registration \(Senate Bill 384\) for Registrants](#)

**ADDITIONAL BARRIERS IN NAVIGATING THE
SYSTEM**
Time Allotted: 15 minutes

Slide #33 Hurdles Exist (1 minutes)



Ask for someone to read the quote on the slide:
"In Life There is Always a Hurdle."

Explain that Workshop #1 looked at the fact that being homeless is just one identity that someone experiences and there are many other layers to the person; each with their own unique strengths, biases and challenges. Anyone who experiences homelessness faces challenges and for older adults there are problems that exist in navigating the system that often do not occur for others.

We are going to look at what makes reaching that goal of affordable housing more complicated for older adults because if APS professionals see these potential problems, they can make them more of a hurdle to pass than a barrier which prevents progress.


Slide #34: Accessibility to Resources and Technology (3 minutes)

Accessibility to Resources and Technology

What are some problems that you, as an APS professional, have seen with some older adults and technology?

Think back of your first few months of March 2020:

- Was it easy to keep up with which platform to use; Zoom, Microsoft Teams, GoTo, etc.?
- What about your equipment- headsets, cameras, reliable wifi.



Ask: What are some challenges that you, as an APS professional, have seen with some older adults and technology? **Encourage** participants to take themselves off mute or share in the chat box.

Possible answers may include:

- *Affordability of Devices*
- *Learning how to use*
 - *Confidence Level*
 - *Desire*
 - *Retention of new information*
 - *Who teaches them? (libraries/city parks and recreation may offer free or low cost lessons.)*

Ask participants to think back of their first few months of the “virtual world” after March 2020 and their own experience with using technology.

- Was it easy to keep up with which platform to use; Zoom, Microsoft Teams, GoTo, etc.?
- What about your equipment- headsets, cameras, reliable wifi.
- Or what about when you get a new phone- how long does it take you to transfer contacts or pictures, or just learn where your apps are located?

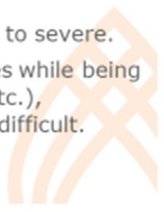
Share that keeping up with current technology can be challenging for many people. For some older adults or adults with disabilities, this difficulty, along with an increased focus on providing services via technology underlines the importance of long-term case management and supportive services.

Slide #35: Changes to the Brain (3-4 minutes)

Changes to the Brain

- As a brain gets older there are a wide spectrum of changes influenced by multiple factors.
- Many older adults can experience difficulty remembering information.
- This is seen on a spectrum that moves from mild to severe.
- Combined with many factors that one experiences while being homeless (e.g. constant flight/fight/freeze mode, etc.), navigation of a confusing system can be incredibly difficult.

Handout #2-Tip Sheet



Discuss: As a brain gets older there are a wide spectrum of changes influenced by multiple factors. Because we, as a society, have an aging population the research into the aging of a brain is growing quickly.

Regardless of the variables and the research there is one simple fact: Many older adults can experience difficulty remembering information.

This is seen on a spectrum that moves from mild to severe. Combine this with the many factors that one experiences while being homeless (e.g. constant flight/fight/freeze mode, etc.) which all complicate their ability to navigate a system.

- An example of a barrier for an individual with memory issues is how LIHTC apartments require applicants to notify them twice yearly confirming their ongoing interest. They request a few sentences, signifying the individual wishes to remain on the list. Not remembering to do this can lose an older adult a spot they have held for a long period. (To determine how the LIHTC wants to receive this confirmation notification (e.g. e-mail, letter, or another way,) consult with the LIHTC.)
- **Refer** participants to **Handout #2- Navigating Barriers Tip Sheet.**
- If an older adult has a support system to work with, IHSS provider, family, friends, they can potentially help them remember. Also keep in mind that human interaction aids memory.

Continued

- However, many of us already know that others cannot necessarily help older adults remember everything. There have to be tools to help.
 - The Alzheimer’s Society has a list of tools to help, which can be expanded to read more detail on how the tools can be used.
[Memory aids and tools | Alzheimer's Society \(alzheimers.org.uk\)](https://www.alzheimers.org.uk/resources/memory-aids-and-tools)

Slide #36: Additional Challenges to Be Aware Of (5 minutes)

Additional Challenges

Credit score/problems:

- Do a credit score check and see what can be resolved.

Location:


- Is the location a place where they can manage basic needs?

Fur Family & Support system:

- One of the most problematic issues.

Age restraints for Housing:

- Different programs have different age limits. Determine when a person can get on a wait list.
- Alternatively look at housing for people with disabilities or rented rooms.



Discuss:

- **Credit score/problems.** Still a major barrier to people getting into housing despite California's adoption of *Housing First*. Often people struggling to survive have a lower credit score. You can help them do a free credit check to determine what that score is and what they may need to work through and resolve.
 - Older adults are susceptible to misunderstanding bills and to being taken advantage of, both of which can lower their score without them being aware of that.
- **Location:** Is the location a place where they can get transportation for basic needs? Older adults and adults with disabilities are in many different places with regard to how they get around.
 - Some have support from IHSS, or family. Some have a car. Some have great difficulty with transportation and that should be a consideration. How will they get around?
- **Fur Family & Support system:** One of the most problematic and yet hopeful issues.
 - There are many places who will not accept pets such as shelters, VA homes and some subsidized apartments.
 - Many project based public housing programs will allow for emotional support programs. LIHTC's generally have some allowance for pets. It must be determined on a case by case basis and as many of us know from experience working with other types of allegations, people will remain homeless if their pets are not allowed to come with them.

Continued

- Those pets are their family and their support systems and often provide safety and protection. There is a growing awareness of the importance of pets to all homeless individuals.
- In January 2022 the California Senate unanimously passed SB-513, which Senate Majority Leader Emeritus Bob Hertzberg sponsored.
- It provides funding for permanent homeless shelters to use so people with a fur family can be accommodated.
- **Age restraints for Housing:**
 - This is the age the person can apply for a specific housing program. Different programs have different age limits. Determine when a person can get on a wait list and when they can enter into the housing.
 - Example: If the age limit to get an apartment is 62, the person is 59, the wait is 2 years and they are allowed to apply at 60, be aware of that.
 - If a person is not allowed to get on a wait list until they are the age they can get housing, also, be aware of that.
 - This is particularly true for our clients that have aged rapidly due to disabilities, or physical health issues and are very low income.
 - APS professionals may need to pursue stop-gap measures such as rented rooms.
 - Alternatively, they may need to look at housing for people with disabilities. Some programs, such as programs for people living with severe mental illness, will not have age limits.
 - Be aware of how your client's demographics and how they pertain to the options available.

[California Works to Tackle Homelessness by Helping Pets Get Off the Streets, Too \(newsweek.com\)](https://www.newsweek.com/california-works-to-tackle-homelessness-by-helping-pets-get-off-the-streets-too-1501111)

HANDOUT #2- NAVIGATING BARRIERS TIP SHEET

HELPING CLIENTS WITH FOLLOWING UP AND FOLLOWING THROUGH WITH TASKS:

Memory Aids

- Discuss wait lists and steps they need to take, who they need to contact
- Provide a journal, if allowed using emergency fund/Home Safe funds where they can write down tasks, steps and reminders
 - Add Shopping List, Contact Numbers
- Calendar Clock
- Set Cell phone, if applicable, to permeant alarms
- Keep Sticky Notes
- Medication Reminder Boxes
- Color Code information or belongings
- Accessing or acquiring Electronic/Smart Devises
 - Apps that support reminders
 - Locator Devices

Memory Tips

- Chunk the information: (example: Don't remember 39237, remember 39 thousand, two hundred and thirty-seven)
- Sing-song—Pair information with music you know:
 - Down in the Doctor, The Doctor so low, At 2:30 PM I have to go.
- Adequate sleep helps memory, work on sleep hygiene.
- Brain or body exercise.
- Medical work-up. Low levels of some vitamins, such as B vitamin can make memory work harder.
- Socialize.
- Manage Chronic Conditions.
- Implement Routines. Ex. My keys go **nowhere** but my right pocket of my jacket.

BARRIERS WITH LOW CREDIT SCORE:

- Help with free Credit Report and work towards what can be resolved first. (SMART goal)

BARRIERS WITH JUSTICE INVOLVED CLIENTS:

- Appeal: If HUD supporting Housing
 - National Housing Law Project: An Affordable Home on Reentry
- Complain: Department of Fair Employment and Housing
- Require a copy of all policies and records to disqualify.
 - The Fair Credit Reporting Act disallows use of most negative records older than seven years

LOCATIONS:

- Consider client needs:
 - Groceries, Doctors, support system, transportation, where are they located?
 - Accessibility, time it will take to get to appointments

FUR FAMILY & SUPPORT SYSTEM:

- If they person has fur family you must only look for accommodations that takes fur family.
- Consider what support system can be built?
 - IHSS, Senior Centers, Church, Closeness to family & friends.

AGE REQUIREMENTS:

- Look at age requirements for entering wait list and getting into housing.
- Consider the two-step method:
 - Where can the person go now while they wait to get somewhere they prefer.
 - Also consider their demographics.
 - Do they have any other criteria or circumstances that provides options in other ways?

SERVICE PLANNING AND COLLABORATION

Time Allotted: 30 minutes

Slide #37: Service Planning and Collaboration (20-22 minutes)

Service Planning and Collaboration

Activity Instructions:

- Breakout groups will have an assigned vignette and apply today's resources (housing) and others (non-housing and/or housing) that you know of to the vignette.
- **Individually**, take 5 min to read your vignette and review resources.
- Next: As a **group** work for 15 min to look more in-depth at possible resources and choose which ones you think are best and why.
 - Choose a group leader to report out.
 - Take everything into consideration, what they might qualify for, what is do-able for now (short term goals) and what can be more permanent (long term goals).

Activity #4 Case Study Application (20 minutes)

Individual, Breakout Groups

Explain: We'll be breaking everyone into groups to apply both the resources covered so far and any that you already know about to an assigned vignette.

- Using **Handout #3- Case Vignettes**, each group will have a client they're working with. Your break-out room corresponds with case scenario.
 - **Note: assign additional groups to scenarios if you have more than 4 breakout rooms.**
- In the first 5 minutes, off camera, read your vignette carefully and pick out the most relevant needs as well as strengths. Consider what resources you know, or have learned today, that can apply to your client. What housing resources can help, both short term and long term? Do they need to be stabilized in their current situation, or find other housing?
 - Participants can use **Handout #4- Additional Resources (Non Housing)** to also apply to their case.
- Then within your group, you all will have 15 minutes to look more in-depth together at the various (Housing and other) resources and choose which ones you think are best and why.
- You'll need a group leader who will report out when we gather as large group. It's encouraged to have a new group leader from our previous activity.
- Remember: take everything into consideration, what they might qualify for, what is do-able for right now (short term goals) and what is more permanent (long term goals).

- Be as specific as possible with resources; include names, websites or numbers, locations for as many as possible.

Moderator to launch groups for 15 minutes.

Moderator to broadcast message there are 3 minutes left approx. after 12 minutes.

Moderator to close breakout rooms and welcome everyone back.

HANDOUT #3- CASE VIGNETTES

Case # 1: Christine

Christine is 70 and retired five years ago. Her income is \$1425 monthly from social security. Since her house is paid off it seemed like enough--until serious inflation hit. She hadn't saved much for retirement because it was expensive raising 2 children. Initially, a small nest egg had existed. But Christine's house is 40 years old and needed several large repairs that wiped out most of her carefully saved nest egg.

Two years ago, Christine's partner, Helen, died unexpectedly. They were not married, or in a domestic partnership. After all those years together, it did not seem necessary. Unfortunately, that was another serious hit to her finances, halving the income she had when Helen was alive.

Christine is also having some decline in her eyesight. Enough that the doctor filed a report with the DMV, who took away her license. She finds her house needs another large repair. In discouragement she sells her beloved home with all of its memories and moves into a single wide in a 55+ mobile home park. But they raised the space rent—twice. She moved in at \$450 a month. It is now \$725 and the park quit paying the water. The proceeds from her home are going down fast. She has about \$20,000 left. And unfortunately, Christine is finding that mobile homes need maintenance also.

Christine starts trying to figure out how to make her money stretch. But now she can't drive and she needs help to get anywhere. It's hard using the bus to get groceries. So she uses a taxi, but then she has to go to the closest store—which is more expensive. Other than that she just stays home all the time to save money.

Christine is depressed and afraid. She worked all of her life, she always took care of herself and her children and she doesn't even know how to get any help. Can she get food stamps? Is there a way to get someone to take her places that she needs to go? What happens when she can't afford living expenses anymore? Life is feeling kind of precarious.

The mobile home manager is worried. Christine's space is looking shabby. There is a leak coming out of her swamp cooler that is getting bigger. Since people have to pay for their own water now she knows it is costing Christine. When she knocks on the door there is no answer. One of Christine's neighbors tells the manager she hasn't seen Christine for days. The manager is getting more worried and made a request to Law Enforcement for a welfare check. After LE conducted their check, they report to APS report for possible self-neglect.

Case #2: Tom *CONTENT WARNING: reference to sexual abuse and suicide*

Tom is 62. He has lived a life of “what works for me now?” It hasn’t led to the smartest choices. Tom worked off and on. When he needed to he did. When he didn’t need to he didn’t. He was good at finding women who would support them. And he sincerely loved those women. He grieved for each one of his three wives when they died. His last wife died a year ago. She had owned the house and had told him the house was his if anything happened to her. But her children did not like Tom and when Susie died, they evicted Tom.

He had severe neuropathy in his feet and couldn’t move around well. He had to use a walker and sometimes a wheelchair. He only had disability social security to live on, \$1041.21. Who could live on that? Tom solved his problem by moving to California to live with his sister. She loved him. She would take care of him.

Only some nosy person went through the Megan’s law registry and suddenly there were flyers all over the neighborhood. Tom was angry. They were picking on him because of something that happened more than 20 years ago. He had paid his dues; he had served the time. He always registered with Megan’s law—he called the cops every January to make sure he abided by the law. He never wanted to go back to jail.

Things were starting to look bad now. His sister was getting grief from her neighbors. It was a retirement community; it wasn’t as if kids lived there. No one wanted to talk to her anymore since she “harbored sexual predators.” She had been disinvited from her bunco team. Someone kept slipping notes into the mailbox telling them both to leave. His nieces were really angry—furious—at what Tom was putting their mom through.

Tom knew he needed to get going. But he couldn’t find anywhere to go. Prices were expensive around here. He never asked for much, just a roof over his head and his TV. He wouldn’t bother anyone if he could get those.

Tom thought about driving his car off a cliff. Go out with a bang and stop being a problem to people he loved. He had screwed up all those years ago—he got that. But no one could ever let it rest. Desperate he called up the Adult Protective Services and made a report on himself.

Case #3: Eduardo

Eduardo is 67. He has a bad back. He has a car. He has no home. He did have a home, but he had signed over his home to his son. Then his son sold the home. He'd told Eduardo he would never do that, not until Eduardo was gone. He doesn't know why his son did that. Just because he hadn't been around when his son was growing up? That had been a decision made for his son. He and his ex-wife fought about everything. He had to get away before he did something he regretted. Once his son was an adult Tom got back in touch with him. Tried to set a good example and make sure the boy knew the word of God. The relationship remained strained due to Eduardo's leaving the family.

Eduardo, who had decided long ago that people were just problems is sinking further into his anger, bitterness and distrust as he realizes he has lost everything. He lost his home church. He lost his solitude. He used to value his computer, but he sold that because who can use a computer in a car? The only thing Eduardo now values is his car and his bible.

Eduardo spends a lot of time thinking about what he wants. He wants his computer back. He wants his Medicare straightened out because he has been moving around and that has made it difficult to use. He worked hard a good 20 years of his life and he is stuck with a measly \$1324.22 each month. Seems to him he should be getting more.

When he left his home he just drove, not knowing where to stop. He found he could park in certain places overnight, some rest stops, some stores, and no one would bother him. He also found he could find side roads and remote areas to park his car and sleep safe at night. But the cold winters in Northern California make his back hurt so much more. Eduardo drove south and found a convenience store where the owner took a liking to the angry old man who quoted bible verses and always found money to smoke like chimney. He told him he could park in the back parking lot for the winter if he didn't bug anyone. The store owner also called APS and asked if they could help the old guy. He said the guy's back hurt a lot, but he didn't think he was going to the doctor. And he was pretty sure he was buying pain meds off the street. What could they do to help?

Upon first approaching Eduardo, APS found he had no phone. And he hadn't been to the doctor in "a long time." Eduardo also wanted to know why the APS professional wasn't at home, "taking care of her family instead of bugging him?"

Case # 4: Marvia

Marvia is 84 years old and served four years in the Army as a WAC (Women's Army Corps) when she was young. She is very proud of her service and overall, Marvia is a happy, optimistic and welcoming lady. When the APS professional came to see her after her Pastor called in a report, she wanted to know all about him, and how long he had been helping people.

Marvia has no family. Her one daughter has died of cancer 14 years previously. Her two brothers live thousand of miles away. Her husband of 58 years died last year. Her husband's death also meant Marvia took a big financial loss as he was the main breadwinner. She currently is scraping by on just what she earned in social security benefits, which is about \$980.

Marvia is very active in her church. Her pastor makes sure someone picks her up for church each Sunday, and for all other events she wants to attend. She loves worship and "rocking out for God." She likes to participate in the ministry to shut-in's by faithfully writing letters to her assigned people. She views any and all adversity as a way to make become more Christlike.

Her one companion is Elsie, a Jack Terrier. Elsie has figured out if she sits on her back legs and begs Marvia will give her a treat. She has also found out Marvia quickly forgets she gave Elsie a treat. All Elsie has to do is walk away for a few minutes and then come back and beg. Elsie is a smart dog. She is also an obese dog.

Marvia's Pastor reported her to APS because Marvia is getting very thin since her husband died. And when he visits her in adverse weather she never seems to have either her air, or her heat on. One of the parishioners that helps Marvia get groceries commented that Marvia's shopping cart is filling up less and less, and her main concern seems to be getting dog biscuits. Recently the Pastor sat down with Marvia and told her how concerned he was about her thinness and asked if she was eating the dog biscuits. Marvia started laughing at him, pointed to her dog and said Elise didn't share. The Pastor laughed, but he continued to ask questions, including "Are you getting enough food? We can help you."

Marvia became tearful and explained she was having a lot of trouble with bills since her husband died. She was already late on her mortgage by two months. "I just can't keep up with the bills," she says. "I don't know what I'm going to do." The Pastor has been making sure Marvia has enough food since that discussion. But he feels she needs more help than he can provide and calls in a report to APS hoping they can do something.

HANDOUT #4- ADDITIONAL RESOURCES (NON-HOUSING)

- Cal Fresh for food: [CalFresh](#)

- California Department of Aging: Cal Fresh, Ombudsman, HICAP, etc.
[Programs & Services - Consumer | California Department of Aging - State of California](#)

- Catholic Charities: Multiple Resources.
[FIND YOUR LOCAL CATHOLIC CHARITIES - Catholic Charities USA](#)

- CARE/FERA Program: 30%-35% reduction on electric 20% reduction on gas.
[CARE/FERA Program](#)

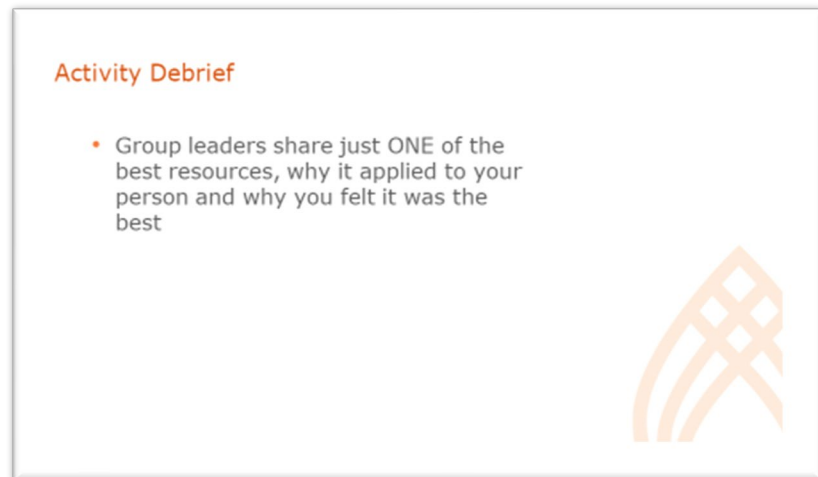
- Find a Community Action Partnership: Multiple Resources
[Find A CAP | National CAP \(communityactionpartnership.com\)](#)

- Need Help Paying Bills: Water Bill Assistance
 - Note: Always call the local water company and inquire about senior assistance.[Utility and energy bill assistance California \(needhelppayingbills.com\)](#)

- The Senior List: Multiple Discounts
[2022 Biggest List of Senior Discounts \(Restaurants, Retail, Travel & More\) \(theseniorlist.com\)](#)

- Low Income Internet Access: [Affordable Internet Options | insightallday.com](#)

Slide #38: Activity Debrief (5-7 minutes)



Explain that we will have a short debrief of the activity.


Ask for group leaders to verbally share just one of the best resources they found, why it applied to their person and why they felt it was one of the best resources.

- ***Note: if participants only share non-housing resources, ask if anyone found housing options that applied.***

A Changing Landscape: Staying Informed
Time Allotted: 15 minutes

Slide #40: Where Do You Go From Here? (2-3 minutes)

Where Do You Go From Here?




"Would you tell me, please, which way I ought to go from here?"

"That depends a good deal on where you want to get to," said the Cat.

"I don't much care where -" said Alice.

"Then it doesn't matter which way you go," said the Cat.

- so long as I get SOMEWHERE,' Alice added as an explanation.
- 'Oh, you're sure to do that,' said the Cat, 'if you only walk long enough.'



Ask someone to read the quote:

"Would you tell me, please, which way I ought to go from here?"
'That depends a good deal on where you want to get to,' said the Cat.
'I don't much care where -' said Alice.
'Then it doesn't matter which way you go,' said the Cat.
'- so long as I get SOMEWHERE,' Alice added as an explanation.
'Oh, you're sure to do that,' said the Cat, 'if you only walk long enough."


Share the following:

One of the most important things for each APS professional to remember is that we often have to take a journey that we are not able to predict the ending of.

- At the beginning of this workshop we discussed the difficult journey of helping older adults find affordable housing.
- There is a larger journey underway that encompasses these individual journeys.
- It is the journey our state and our nation are taking as awareness grows about what is truly a crisis level issue; affordable housing.
- This workshop series cannot predict where that journey travels because it is unfolding.
- It will be up to each of you as APS professionals to follow those paths, and as resources are funded and built, to be aware of them and able to use them.

This last section provides ways to continue the journey of ongoing self-education in what develops so that each of you can help older adults obtain affordable housing and quality of life.

Slide #41: California's Master Plan for Aging (3 minutes)



California's Master Plan for Aging

Created in June 2019 by Governor Newsom who called for a Master Plan for Aging.

- To promote healthy aging.
- To prepare for the demographic shift in population.
- This plan has five goals which are focused on recovery and resiliency:
 - Housing for all Ages and Stages
 - Health reimagined
 - Inclusions and Equity, not isolation
 - Caregiving that works
 - Affordable Aging

Watch as it unfolds at: [Master Plan for Aging](#)

Explain: Created in June 2019 by Governor Newsom who called for a Master Plan for Aging. It is a program to promote healthy aging for ALL California's and to prepare for the demographic shift in population as California's older adult population continues to expand. It was interrupted by COVID-19 which significantly strained California's ability to move forward. Despite that, there is a report on progress released in January 2022. You can find that link on the right-hand side of the main page at the website, Master Plan for Aging (ca.gov). This plan has five goals which are focused on recovery and resiliency:

- Housing for all Ages and Stages—*pairs with federal funds to increase budget for production of affordable housing to 100 million. It also streamlines backlogged "shovel ready" affordable housing projects and added 7000 slots to the assisted living waiver program.*
- Health reimagined
- Inclusions and Equity, not isolation—*increased funding for No Wrong Door.*
- Caregiving that works
- Affordable Aging

Because this plan is in the beginning stages, APS Professionals will have to watch as it unfolds. The website lists all goals. It lists the initiatives they are working on. One of the most important goals is Housing for all Ages and Stages and Affordable Aging. For this goal they have 11 initiatives headed by various teams. You can read about each initiative on the website.

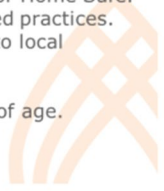
[Master Plan for Aging \(ca.gov\)](#)

Slide #41: Human Services Omnibus CA AB 135 (2 minutes)

Human Services Omnibus- CA AB 135

AB 135- Human Services Omnibus became effective July 16, 2021. The importance to the APS Professional:

- Enlarges definition of “eligible individual” for Adult Protective Services to include a detailed definition of homeless or at risk of homeless.
- Supports continued flexibility in how funds are used for Home Safe.
- Housing related assistance must utilize evidence-based practices.
- Asks that needs for long term assistance be referred to local continuum of care services.
- Sets down data tracking mandates.
- Expands age of eligibility for older adults to 60 years of age.



Explain: AB 135- Human Services Omnibus became effective July 16, 2021. The importance to the APS Professional:

- Enlarges definition of “eligible individual” for Adult Protective Services to include a detailed definition of homeless or at risk of homeless.
- Supports continued flexibility in how funds are used for Home Safe program.
- Housing related assistance must utilize evidence-based practices: housing risk screening, housing first, rapid rehousing and supportive housing.
- Plan must include when feasible, coordination with housing program providers, mental health providers, law enforcement, and others as deemed necessary by Adult Protective Services.
- Asks that needs for long term assistance be referred to local continuum of care services.
- Sets down data tracking mandates.
- Expands age of eligibility for older adults to 60 years of age.

[Codes Display Text \(ca.gov\)](#)

[AB 135 - California Assembly \(20212022\) - Open States](#)

Slide #43: Continuing Education: Websites and Email Lists (5 minutes)

Continuing Education: Websites and Email Lists

- [Community Care Expansion](#):
 - \$805 million to expand the state's housing and care continuum and prevent homelessness/unnecessary institutionalization
- [Welcome to HUD Exchange - HUD Exchange](#):
 - Join Mailing list
- [Home - National Alliance to End Homelessness](#):
 - Excellent website. Breaks down developments and has an email subscription.
- [United States Interagency Council on Homelessness \(USICH\)](#):
 - Sends out any breaking news when you subscribe to emails.
- Public Housing Authority:
 - Watch the page and some have newsletters.
- [Home - Homeless and Housing Strategies for California \(homelessstrategy.com\)](#):
 - Helps you stay informed about the legislation.
- [Home Page | California Department of Aging - State of California](#):
 - Mandated by AB 135 to administer a pilot program, Access to Technology.
- [Front page | Homekey \(ca.gov\)](#):
 - watch Project Homekey as it grows. Multiple tabs to go through, including a "Dashboard" that helps you see who is being awarded the money.

Explain that you'll be sharing some following resources and **encourage** participants to commit to following up with at least one of these within the next two weeks. **Refer** participants to **Handout #5- Links to Resources & Continued Education** to follow along:

- The Community Care Expansion Program: Established in 2021. Has a budget of 805 million to be used in the next three years. Will fund the acquisition, construction, and rehabilitation of adult and senior care facilities that serve applicants and recipients of Social Security Income (SSI) including individuals who are at risk of or experiencing homelessness and those who have behavioral health conditions. To expands the state's housing and care continuum, ensure better treatment outcomes and preventing the cycle of homelessness or unnecessary institutionalization. See [Community Care Expansion](#).
- The HUD website is complexly informational. One of the ways to get the information in a more broken down form is to subscribe to their mailing lists. Go to the main page (link given) and sign up. [Welcome to HUD Exchange - HUD Exchange](#)
- The HUD exchange also has a page for resources for Homeless Service Providers and Community which holds COVID updates. See that page at [Disease Risks and Homelessness - HUD Exchange](#)
- National Alliance to End Homelessness is a wonderful website that can break down what is going on with clarity. There is a lot on their website and they also have emails (bottom of the page) you can subscribe too. [Home - National Alliance to End Homelessness](#)
- United States Interagency Council On Homelessness: This was explained towards the beginning of this presentation. They are the

compilation of government agencies that do research and policy. If you go to their website you will find a lot of that—not tools or programs to use. When you leave they will give you option to join their bimonthly newsletter. [United States Interagency Council on Homelessness \(USICH\)](#)

- Keep an eye on your local Public Housing Authority via their website. Also check on any possible mailing lists. For example, San Bernardino’s PHA has a monthly newsletter, along with other sources of information. You will also need to watch them for any waitlists that open up.
- Homeless and Housing strategies for California will help you stay informed about the Legislation in progress and passed. [Governor Approved Several Legislative Bills Concerning Homelessness During the 2021 Legislative Session: What’s in the Legislation? - Homeless and Housing Strategies for California \(homelessstrategy.com\)](#)
- [Home - Urban Initiatives \(urban-initiatives.org\)](#) Go to bottom of page and sign up for emails on Homelessness and Housing Strategies for California. This will send a large amount of information on developing policies for California.
- California Department of Aging. Links the APS Professional to a multitude of information. They are also mandated by AB 135 to administer a pilot program, Access to Technology, for older adults and adults with disabilities to reduce isolation and increase connections. [Home Page | California Department of Aging - State of California](#)
- Department of Social Services: CDSS Housing and Homelessness. This site will keep you up to date on several programs: Project Homekey, Housing and Disability (HDAP), Home Safe, Community Care Expansion (CCE). It can be found at: [Housing Programs \(ca.gov\)](#)
- Project Homekey: This allows you to watch Project Homekey as it expands and currently it is moving quickly. There are multiple tabs to go through, including a “Dashboard” that helps you see who is being awarded the money. [Front page | Homekey \(ca.gov\)](#)

Ask participants to type in chat box out of those resources just covered, which one(s) do they think applies to them most right now?

HANDOUT #5- LINKS TO RESOURCES & CONTINUED EDUCATION

[Assisted Living Waiver \(ca.gov\)](#)

- Subsidizes Cost of Assisted Living Facility. Can have long wait times.

[California Homeless Shelters \(shelterlistings.org\)](#)

[Community Care Expansion](#)

CONAM: [Our Multifamily Property and Community Investments | CONAM](#)

- [Large LIHTC Developer. Has multiple properties with contact information.](#)

Find Your Local Continuum of Care (COC):

- [Find a Grantee - HUD Exchange](#) or [Grantee Contact Information - HUD Exchange.](#)

Find your local HUD Office:

- [State Information | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

Find your local Public Housing Authority:

- [PHA Contact Information - HUD | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[HCD Mobile Home Assistance Center \(ca.gov\)](#)

- Links to laws governing Mobile Home Owners, Community Resources, such as senior help lines and legal aid, and other information and links.

[Home | National Reentry Resource Center](#)

[Housing and Disability Advocacy Program](#)

[Housing Programs \(ca.gov\)](#)

[Home Page | California Department of Aging - State of California](#)

HUD Find a Shelter Page:

- [Find Shelter | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

HUD Shelters and Emergency Housing for California:

- [Shelters and Emergency Housing: California | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

HUD Definition of Chronic Homelessness:

- [CoC and ESG Homeless Eligibility - Definition of Chronic Homelessness - HUD Exchange](#)

HUD established income limits for *Tenant Based Housing Choice Voucher Program* (Transferable Housing Vouchers/Section 8)

- [Income Limits | HUD USER](#)

[Legislation and Funding Archives - Homeless and Housing Strategies for California \(homelessstrategy.com\)](#) :

- Post all Developments in California Legislation

[LIHTC Database Access \(huduser.gov\)](#)

- Select State.
- Select "No Restriction."
- Select "targeted to elderly."
- Retrieve Data.

[Local Offices | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

- To Determine current funding for Section 202 (older adults) and Section 811 (Those with disabilities).

[Maps for California Continuums of Care - Homeless and Housing Strategies for California \(homelessstrategy.com\)](#)

[Master Plan for Aging \(ca.gov\)](#)

[Memory aids and tools | Alzheimer's Society \(alzheimers.org.uk\)](#)

[National Alliance to End Homelessness –](#)

- Breaks down what is going on. Also has an email subscriber list (bottom of page).

National Call Center for Homeless Vets:

- [National Call Center for Homeless Veterans - VA Homeless Programs](#)

[PETITION FOR CERTIFICATION OF REHABILITATION](#)

[Law section \(ca.gov\)](#)

- (For Individuals with a history of sexual offenses)

[Preventing Homelessness Among People Leaving Prisons and Jails - HUD Exchange](#)

Project Homekey:

- [Front page | Homekey \(ca.gov\)](#)

[Projects for Assistance in Transition from Homelessness \(PATH\) | SAMHSA](#)

- (very minimal budget)

[Reentry2030 – Successful reintegration for every person](#)

[Section 811 Portal | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

[Rentry-Manual-2018-FINALne.pdf \(nhlp.org\)](#)

Rural Housing Stability Assistance Program: Low Interest Home Loans

[California | Rural Development \(usda.gov\)](#)

[United States Interagency Council on Homelessness \(USICH\) \(email sign-up\)](#)

VETERAN'S HOMES OF CALIFORNIA:

- [Welcome to the Veterans Homes of California](#)

[Welcome to HUD Exchange - HUD Exchange](#)

- (Email sign-up)

WRAP-UP AND EVALUATIONS
Time Allotted: 10 minutes

Slide #43: Workshop Wrap-Up (3-4 minutes)

Workshop Wrap Up

- Housing First focuses on most basic needs
- This is a difficult journey with many opportunities to collaborate
- Knowing available resources can help set short term and long term goals with clients

What is one key takeaway from today's workshop?



Review the following that was covered in today's workshop:

- Housing first requires us to focus on securing housing above all else, so that individuals can have their most basic needs met in order to work on other aspects of their life. This might be an adjustment for APS.
- Finding housing resources is a difficult journey, with many twists, turns, barriers, as well as collaboration and opportunities.
- Having a basic understanding of various resources, their criteria, limits and availability allows APS to have the best chance at providing client-driven resources and to work collaboratively with others who have a more specific focus of expertise.

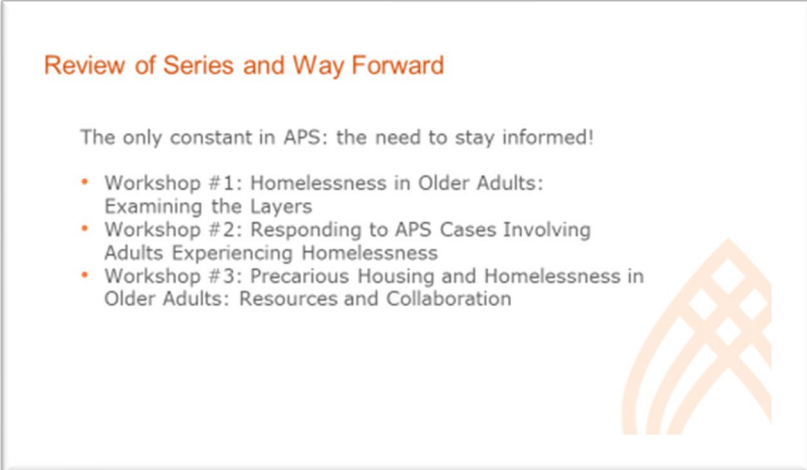
Activity #5: My Takeaway (3 minutes)

Individual

Tell participants that you will give them approx. 1 min to reflect on today's workshop and will then have them type in chat box but wait to hit enter until prompted to do so.

- **Ask** participants to think of either the most helpful content of today, a resource they plan on finding more information about, or an agency they plan on connecting with soon. Type in the chat box but wait to press enter.
- **Ask** them to press enter and theme out some answers.

Slide #44: Review of Series and Way Forward (2 minutes)



Review of Series and Way Forward

The only constant in APS: the need to stay informed!

- Workshop #1: Homelessness in Older Adults: Examining the Layers
- Workshop #2: Responding to APS Cases Involving Adults Experiencing Homelessness
- Workshop #3: Precarious Housing and Homelessness in Older Adults: Resources and Collaboration

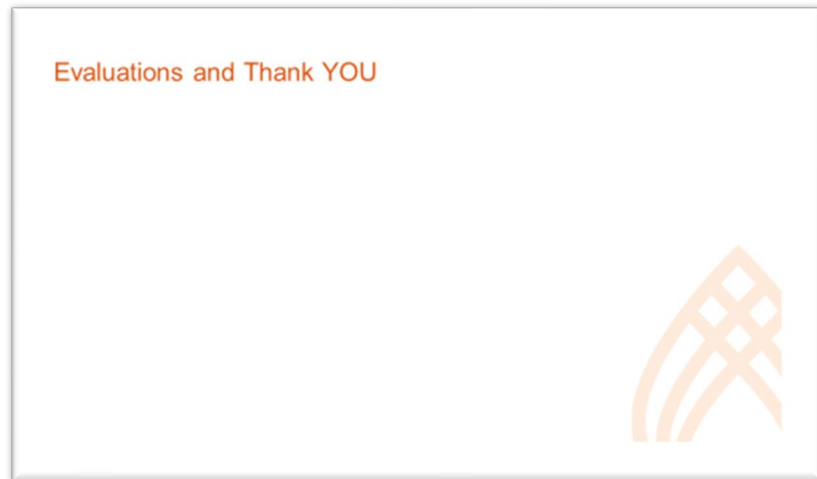
Share that as APS policies and procedures change, the need to stay informed and aware is a constant.

This three-part series was designed to provide some starting points for APS programs when working with people experiencing homelessness.

- Workshop #1: Homelessness in Older Adults: Examining the Layers provides some fundamental information on what some experience being homeless and explores biases when working with this population.
- Workshop #2: Responding to APS Cases Involving Adults Experiencing Homelessness provides some practical skills and strategies when responding to these APS cases as well as allows APS professionals to develop a personal self-care plan
- Workshop #3: Precarious Housing and Homelessness in Older Adults: Resources and Collaboration for APS guides APS professionals through an understanding of a complex systems of affordable housing and strategies to help clients navigate these systems

This work takes great flexibility, networking, and understanding of what's available and what's to come. APS professionals can take their strengths they had prior to these workshops, apply the concepts and skills from this series and blend them to effectively work with people experiencing homelessness.

Slide #46: Evaluations and Thank You (5 minutes)



Thank everyone for taking time to for their own professional development and investing in creating more tools in their toolbox.

Explain that feedback is important and to please complete evaluations as applicable.

Share evaluations as applicable.

REFERENCES

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