



## MESSAGE FROM HOUSING AND HOMELESSNESS DEPUTY DIRECTOR, HANNA AZEMATI



Dear Colleagues,

It is with much pride that I share this celebration of the CalWORKs Housing Support Program (HSP) and uplift the impressive accomplishments that we have achieved together since 2014.

The CalWORKs program is a critical part of our state's social safety net – providing services, resources and the opportunity families need to increase resilience, achieve economic mobility, and break the cycle of poverty. Ten years ago, funding was approved through the state budget to establish HSP with the goal of fostering housing stability for families experiencing homelessness in the CalWORKs program. HSP's core components – case management, housing navigation, flexible financial assistance, and a client centered approach – have demonstrated that they are effective in helping us collectively advance toward the goal of making homelessness rare, brief, and nonrecurring. By establishing HSP, counties are able to provide much-needed housing supports to families experiencing homelessness.

Twenty counties were funded during the first year of HSP. A decade later, the CalWORKs Housing Support Program is available in 56 of California's 58 counties operating HSP. Throughout the state, HSP is not only reaching people that most need help with housing but is also effective when doing so. Since HSP's inception, HSP has served more than 85,000 families and permanently housed more than 45,000 families. From 2015 to 2022, CDSS estimates that the proportion of families in the CalWORKs program receiving HSP nearly tripled (from 1.6% to 4.4%).

These successes are the culmination of years of hard work as well as the evolution of the program to improve its effectiveness and meet new challenges, including a global pandemic, the worsening of the affordable housing crisis, rising inflation, and several natural disasters including floods and fires across the state. In the face of these challenges, with the historic investment in one-time funds and expansion of eligibility to include homelessness prevention, HSP was able to serve more families while also continuing to exit more than half of HSP families to permanent housing. However, the need for these supports remains. In 2023, HDIS reported that 34% of people receiving services through the local homelessness response systems were individuals in families with children.

Finally, we know that behind these successes are dedicated county teams, local community-based organizations, and homeless system leaders across California – some of whom have been part of HSP from the beginning. Your partnership has been central to growing and improving this program over the past decade. At the California Department of Social Services, we deeply value your contributions in building this program and serving families experiencing homelessness and housing instability.

I hope that you enjoy reading this newsletter and learning about the many successes of HSP over the past decade. We celebrate these achievements while recognizing that the need for housing programs for families across the state continues. I look forward to continuing our work together in supporting families to achieve housing stability across California.

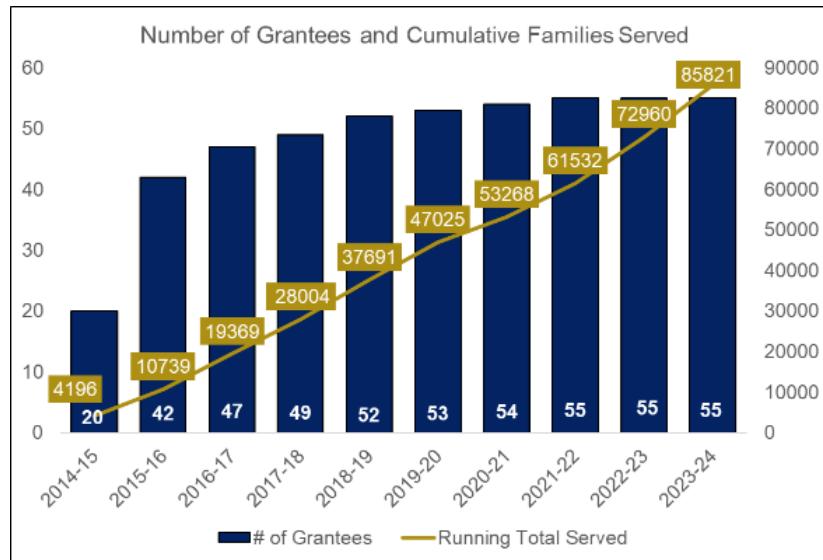
Best Regards,

*Hanna*

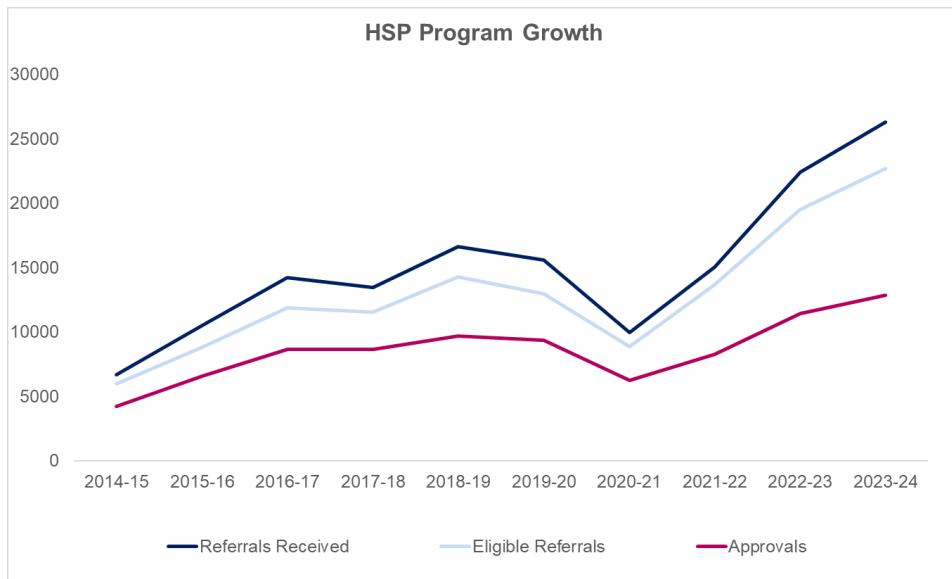
## STATEWIDE ACHIEVEMENTS

We can see HSP's story of growth and impact, as well as continuous quality improvement over the past 10 years in the program data. The program has cumulatively served 85,821 families since program launch (see Figure 1). The program has had strong program outcomes across the program years, even as the program expanded to serve more families. More than half of all families in the program have exited to permanent housing (53% in FY23-24), which is 18 percentage points higher than the state continuum of care average and 21 percentage points higher than the national continuum of care average<sup>i</sup>.

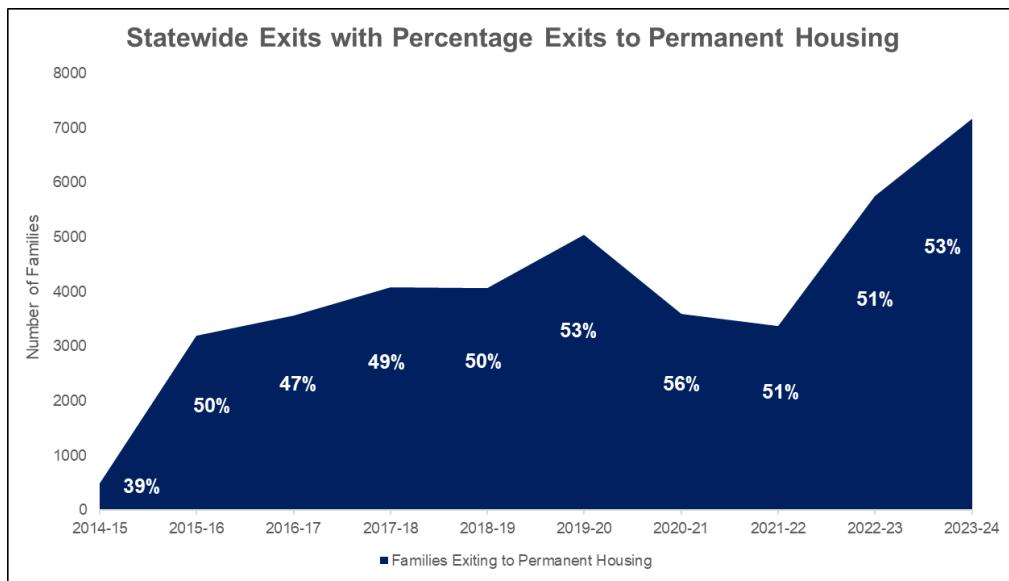
**Figure 1: Number of Grantees and Cumulative Families Served:** Each bar shows the number of grantees that operated HSP in that FY and the gold number shows the running total of families approved for HSP. Numbers of families served steadily increased, even when the number of grantees did not change between FY 21/22 to FY 23/24. Please note this data goes through FY 23/24 when there were 55 grantees; one additional grantee accepted funds in FY 24/25 and currently there are 56 grantees.



**Figure 2: HSP Program Growth:** Increase from FY 2020-21 to FY 2021-22 reflects the height of the COVID-19 pandemic and release of one-time funding. Referrals and eligible referrals increased by 32%. In FY 2021-22 to FY 2022-23, as counties start using expansion funding, referrals and eligible referrals increased by 38% and by 12% in FY 2023-24. In FY 2023-24, we see a slowing in the new approvals compared to referrals and eligible referrals. This is in part due to the active caseload served by HSP.



**Figure 3: HSP Statewide Exits with Percentage Exits to Permanent Housing:** This visualization shows the trend in numbers of family exits to permanent housing as well as what percentage that is of overall exits.



#### IN CASE YOU MISSED IT: THE CALIFORNIA STATE AUDITOR'S REPORT FINDS HSP COST-EFFECTIVE

In 2023, the Joint Legislative Audit Committee requested an audit of the State's homelessness funding and an evaluation of the State's efforts to monitor the cost-effectiveness of such spending. The report notes that in California, nine state agencies administered 30 programs dedicated to preventing and ending homelessness. The California State Auditor (CSA) report, [2023-102.1 Homelessness in California \(April 2024\)](#), described HSP as one of the few programs that are "likely cost-effective." Auditors found that the average annual cost per family permanently housed by the program was less than the estimated cost to taxpayers for one year of a person experiencing chronic homelessness. Specifically, the audit report found that counties spent on average between \$12,000 to \$22,000 per fiscal year on families that were permanently housed through HSP, whereas a single chronically homeless person costs taxpayers between \$30,000 to \$50,000 per year.



## PROMISING PRACTICES AT THE LOCAL LEVEL

Program flexibility is a key feature of HSP and therefore, we see a lot of unique and innovative practices amongst local HSP operators. We hope you enjoy reading about some of these practices that were shared with us by the counties of Marin, Santa Clara, Napa and San Luis Obispo!

### STORYTELLING FROM THE COUNTY OF MARIN



The image shows the front page of the Marin CalWORKs HSP Newsletter for March 2019. The header features the CalWORKs Housing Support Program (HSP) logo and the word "NEWSLETTER". The date "March 2019" is in the top right corner. The main content includes an article titled "Housing First?", a photo of a woman with two children, and sections on "HSP Eligibility Requirements" and "Lacking a fixed and regular nighttime residence and". The footer contains contact information and a note about accommodations.

**CalWORKs  
Housing Support Program (HSP)**

**NEWSLETTER**

March 2019

**Housing First?**

The idea that a family (or an individual) should have access to housing before addressing self sufficiency barriers, such as substance abuse treatment, mental health services, or even credit repair, is quite radical. In fact, there are very few programs in Marin County that have adopted this philosophy and many people often question whether programs such as HSP are actually effective.

To find out, the HSP Team implemented a survey using the Results Based Accountability model. The data proves HSP to be Successful - of the 82 participants screened thus far, over 90% have remained housed 6 months after being exited from our program. In addition, 67% report being able to get a job after being housed.

Many of our homeless clients do not have a job, or are underemployed, when we place them in permanent housing and we receive many questions about how families will be able to sustain housing one the HSP subsidy ends. The data from our survey, as well as reports on the Housing First Model, tell us that once families are housed it is much easier to address things like employment, credit repair, and as a result, self -sufficiency and housing stability can be more easily accomplished.

**MARIN  
HEALTH &  
HUMAN  
SERVICES**  
Health, Well-being & Safety

**HSP Referral Contact Information:**  
120 N. Redwood Drive, San Rafael, CA 94903  
P: 415.473.3350 F: 415.473.3355  
[Calworkshousing@marincounty.org](mailto:Calworkshousing@marincounty.org)

Requests for accommodations may be made by calling 415.473.3350 (Voice), 415.473.3344 (TTY) or by e-mail at [disabilityaccess@marincounty.org](mailto:disabilityaccess@marincounty.org). Copies of documents are available in alternative formats, upon request.

In January 2019, the Marin CalWORKs HSP team recognized an opportunity to strengthen connections with our internal and external partners who frequently refer families to our program. We saw that both collaborators and community members could benefit from accessible and informative materials that clarified HSP's eligibility criteria, services, and updates. This realization motivated us to create a newsletter specifically designed to share our program's mission, increase transparency, and spread the word about resources that might benefit eligible families. In March 2019, the first Marin CalWORKs HSP Newsletter was published, marking a pivotal step in our outreach efforts.

The content of the newsletter was crafted by our dedicated Support Service Worker (SSW), who played a central role in the program. With a deep understanding of HSP's services and requirements, the SSW was well-equipped to address foundational topics like Rapid Re-housing, Housing First, and eligibility guidelines. They also responded to inquiries from clients and providers, reviewed referrals, and gave valuable insights into

the informational needs of various stakeholders. The SSW outlined essential topics that could guide each issue, helping our audiences better understand the “who, what, where, and why” of Marin HSP.

Although the newsletter was county-led, its content became a collaborative effort. Colleagues from our CalWORKs and Welfare to Work teams, along with community partners, provided valuable input. As the newsletter gained traction, we began receiving feedback on additional topics of interest, including client success stories, insights into program benchmarks and outcomes, and evolving trends. This feedback shaped each new issue, making it a truly community-informed publication. We found that a quarterly release schedule was most suitable, and we shared the newsletter broadly with the Marin Homeless Policy Steering Committee and a distribution list that included contacts from housing services across Marin County.

The COVID-19 pandemic brought profound changes to our program’s operations, particularly in terms of eligibility criteria and service delivery. With an increased demand for electronic resources, the Marin HSP Newsletter became a vital communication tool, enabling us to continue providing critical housing services to CalWORKs families. Originally a printed publication, the newsletter transitioned to an exclusively digital format, offering new growth potential. In each issue, we included links to essential internal resources on the County intranet—such as policy guidelines, referral forms, and promotional flyers—allowing staff to access important documents remotely. For external stakeholders, we provided links to public resources to ensure broad accessibility.

Since we began distributing the Marin HSP Newsletter, we have received genuine appreciation and enthusiastic feedback from community members, clients, and partnering agencies. This increased engagement has raised awareness about the scope of HSP’s services, eligibility, and referral processes, making our program more accessible to those who need it most. Going forward, we are committed to continuing this format of storytelling, which not only builds partnerships but also fosters community awareness about housing and homelessness services and highlights the impactful work our team accomplishes every day.



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## Q&A WITH SANTA CLARA: HOW BUILDING SUCCESSFUL PARTNERSHIPS WITHIN THE HOUSING SYSTEM HAS BENEFITED THE COUNTY



***How long has your HSP program been in operation? How many participants has your program served since program inception and/or in the past year?***

Santa Clara County's HSP has been in operation since the program's statewide inception in FY 2014-2015. The County of Santa Clara's HSP has enrolled approximately 1,700 families from FY 2014-2015 through September 2024. From FY 2014-2015 to FY 2024-2025, HSP has served 300-400 families per year, including continuing and newly enrolled families. Looking forward, due to the limited/uncertain availability of funding for FY 2025-2026, the program projects to only serve 100-150 ongoing families from the prior year and will be unable to enroll new families.

***How has the relationship between Santa Clara HSP, Abode, and different partners within the housing system benefited your program?***

What sets HSP apart from other rapid rehousing programs in Santa Clara

County is that families are supported by a strong partnership between the Social Services Agency (SSA), the local Continuum of Care's (CoC) homeless service providers and homelessness prevention system, and the Housing Authority. These relationships allow HSP to leverage a variety of housing opportunities for our families, including Emergency Housing Vouchers (EHVs), permanent supportive housing and rapid rehousing sites, and prevention services for families at-risk of experiencing homelessness. One of the program's greatest achievements has come from the CoC working directly with the Housing Authority to allocate a portion of its limited-time EHV to families in HSP. These vouchers have been utilized by 150 HSP families, allowing them to receive rental subsidies for the next ten years.

***Were there any barriers or challenges your county faced in developing these relationships?***

The relationship between Santa Clara County's SSA and our CoC predates HSP, and the agencies have worked

together to develop and update the program's policies over the past ten years. Staff turnover is a periodic challenge, as new team members must get up to speed and learn to collaborate with multiple HSP partners. Fortunately, each agency's expertise and experience allow HSP to continue serving families during those transition periods.

***Have there been any unexpected results from working closely with these different partners?***

The County of Santa Clara's HSP team meets regularly at the operations and management levels to plan ahead and be prepared for the unexpected. This gives us the inside scoop on the CoC's new housing developments and future funding sources that can help families in HSP. The CoC keeps HSP's housing providers in the loop regarding pipeline and works with our team to enroll families who would benefit from those opportunities.

***Can you please share any advice with other counties or tribes that would like to try to implement something similar?***

HSP's success depends on using a CalWORKs 2.0 approach, recognizing that families must be met where they are and avoiding a one-size-fits-all approach to housing. Similarly, all Counties serve different populations and have different relationships with their CoC, meaning their HSP should be tailored to leverage their strengths while allowing room for growth in their areas of improvement. Our recommendation is to meet regularly at all levels, from operations to management to your County Director. This gives everyone a dedicated space to communicate about the needs of families and staff,

document your County's HSP policies and procedures, and plan for the future. All Counties should have commitment from top to bottom for their program design, while also remembering to expect changes and regularly evaluate your program's processes. No two County's HSPs will look identical, but all our programs can utilize a collaborative, family-centered approach to meet our communities' unique needs.

***Is there anything we didn't ask already that you think we should know about your county or HSP program?***

Families needing housing support in Santa Clara County must overcome limited housing inventory and the high cost of rent in our area. Despite these challenges, the County's HSP has helped families achieve success through a housing-first approach with case management that also prioritizes finding full-time employment. We are proud to serve families from diverse backgrounds, including one who experienced homelessness after both parents lost their jobs. HSP quickly found a one-bedroom apartment for the family and their newborn, allowing them to dedicate themselves to securing employment. The father was hired for full-time employment and quickly received a promotion, allowing the mother to focus on a local community college program. This family's dedication has led to them exiting HSP with stable housing, steady employment, and the ability to pay 100% of their rent.

Another family was forced to flee their home country after building their careers supporting the U.S. Department of Defense. The rental subsidies provided

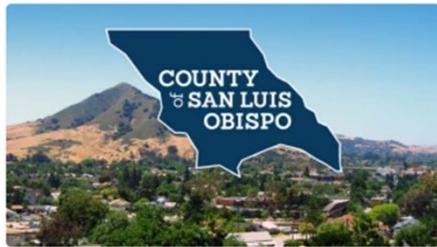
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by HSP gave them the bandwidth to meet with their employment case managers and search for jobs. Each parent found full-time employment after enrolling in HSP and are now off-aid, eager to set an example for their children and establish a future in Santa Clara County.

Please contact Cameron Rodriguez at [cameron.rodriguez@ssa.sccgov.org](mailto:cameron.rodriguez@ssa.sccgov.org) if you have any questions about the CalWORKs Housing Support Program in Santa Clara County.

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#### IMPROVING COMMUNICATION USING A DATA BASE FROM SAN LUIS OBISPO COUNTY



The County of San Luis Obispo, Department of Social Services (DSS) was fortunate to be accepted as one of the first counties to pilot the CalWORKs Housing Support Program (HSP) in 2014.

In 2015, DSS established a partnership with a local non-profit agency, Family Care Network, Inc (FCNI) to enhance and expand services. Over the last decade, the HSP program has continued to evolve to meet the needs of both the participants served and to accommodate major societal changes (global pandemic). These strong collaboration efforts have contributed to a positive and consistent level of service and support.

Since its inception, County of SLO's HSP program, has housed approximately 799 families and provided case management to approximately 1,487 families in their pursuit of permanent housing, including eviction prevention support for 101 families. In celebration of our 10 years, San Luis Obispo County Board of Supervisors will also be presenting a Board Resolution in recognition of 10 years for the Housing Support Program in December 2024.

A key component to the County of SLO's HSP success is collaboration with our partner agency. Once we established this partnership, we needed to determine the best way for the CalWORKs workers and our contractor to receive HSP referrals and take the next steps with those cases. We worked with our computer programmers who developed/created an internal application (e-form) for CalWORKs staff to complete for any CalWORKs cases that met the HSP homeless categories.

We then built on this initial application to include a communication log for the CalWORKs workers, and contractor staff to communicate and enter HSP activities and family progress. Part of the initial process before any email went outside the department was to upload and enter a release of information to ensure confidentiality. We then enhanced the referral questions and ongoing log entries to include everything we would need to track for the HSP 14 report. The application went from a referral e-form to a communication log and finally to the draft HSP 14 reporting feature.

One of the other key features of the database is the communication aspect,

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which provides immediate communication to all of those involved in the case. Comments are entered into the database and an email is automatically generated of these comments, which is distributed to all staff connected to the case. This ensures all relevant parties are kept in the loop and can provide needed referrals and resources.

We then established bi-weekly planning meetings for the CalWORKs Program Manager, CalWORKs Program Review Specialist, FCNI Program Manager and FCNI Supervisor, which continue to this day. These meetings create a regular space to review program progress, updates, and afford the opportunity to engage in the collaborative process throughout the year, which enhances the overall program delivery and efficiency.

We also established monthly meetings with FCNI and the Program Manager from one of the largest homeless shelters in the County. This opportunity has allowed for increased coordination between multiple case managers serving shared clients. Some of the benefits from these collaborations have been reduction in the duplication of services, increased support and accountability for the participants, and strengthened collaboration between Community Based Organizations.

In addition, this year we were able to provide a collaborative training event that brought together all the CalWORKs and FCNI HSP Case Managers, including Supervisors, Division Managers, and Directors. This was a full day event, focused on the importance of regular and strength-based communication/collaboration, and included presentations from multiple

community partners and our key presenter, State Assembly member, Dawn Addis. Please click [here](#) to find a press release on this training event!

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### USING HUMAN CENTERED DESIGN TO DEVELOP A LEARNING CURRICULUM IN NAPA COUNTY:



Napa's rising cost of living coupled with affordable housing shortages creates a challenging climate for many families we serve at Health and Human Services, Self Sufficiency Services (SSS). These current trends, coupled with other systemic factors continue to perpetuate the cycles of poverty in our community. For these reasons, it has been a priority to develop the HSP to meet the needs and bridge the gaps for our families. At SSS, we have adopted a Holistic Approach to Housing which was developed using Human-Centered Design method to combat poverty for our families that are experiencing housing instability and homelessness.

HSP has been in operation at our county office since July 2021. Since

inception, we have served 128 families, with 79 families served in the last fiscal year (FY 23-24.) Through the work that we do with these families, we have come to understand the importance of not only helping our families obtain housing, but helping our families remove multi-generational barriers and mitigate systemic factors to reach self-sufficiency. We focus on addressing all barriers a family is facing utilizing a holistic and comprehensive case management approach. Our holistic approach centralizes housing as the driving force for case management and acknowledges our housing climate's intersectionality with race, ethnicity, culture, socio-economic status, education/training, credit, financial literacy, citizenship status, and physical/mental health and disabilities. We combat these circumstances through comprehensive case management, wraparound services, collaborative interventions, and education through our housing readiness, financial literacy, and housing stability workshop series.

We are also driven through a Human Centered Design model which focuses on the needs of the families when developing our curriculum. At SSS, we brought together our client-facing staff to discuss concerns we were seeing among our families, learning opportunities we could capitalize on, and how to deliver information in a diverse way that could help develop a positive learning environment for all participants. In that process, it became obvious that families were experiencing similar needs and barriers. We established three reoccurring themes that we felt were imperative to address with all families including Financial

Literacy, Housing Readiness, and Housing Stability.

Through this Holistic Approach and Human Centered Design model, SSS housing team has adopted a case management model that has barrier removal components and life skills education built into the program. We have developed three (3) robust curriculums that are delivered in a five-part workshop series that encompasses classroom learning married with communal hands-on learning labs. The complete curriculum covers previously discussed themes of Financial Literacy, Housing Readiness, Housing Stability, and Life-Skills, totaling 15 distinct workshops that cover a multitude of topics to help families overcome barriers, learn new skills, transform habits, and shift mindsets. Our communal learning labs offer families the opportunity to learn valuable information and implement newly learned skills in a safe place where they can practice networking and effective communication, build a support system, and learn from each other.

Use of this curriculum has resulted in various benefits to our staff, families, and our relationship with community partners. Our workshops have fostered learning in all directions. Our families learn skills from our curriculum and develop their rental portfolios aiding in their success, our staff learn from our families' lived experiences, what their different needs are and what methods work best for the families, and families brainstorm and learn best practices amongst each other. We have found that building community in these

workshops has been integral to communal learning, dismantling misconceptions or biases, and empowering families to use their stories as resilience. Because of this success, we also have community partners asking to partner with SSS and offer further workshops for our families.

All in all, we have found that a Holistic Approach to Housing driven by a Human Centered Design model has been integral to the success of HSP in Napa County, proving a successful method to engage families and create an avenue for families to become involved with other resources.

## CLIENT SUCCESS STORIES

One of the best ways to demonstrate the importance of this program and the impact it has on our communities, is through hearing the personal stories of the families served by HSP. HSP grantees have shared the following success stories of families they have helped house. These family stories are a credit to the teams and counties who served them. We applaud you all so much for your hard work and the life changing support you have provided to these families! Thank you to our HSP partners at Alameda, Butte, Fresno, Orange, and San Mateo counties for sharing their stories.

Please note, client names and some other minor details have been changed or removed to protect the privacy of these clients.

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### LC, A SINGLE MOTHER IN ALAMEDA COUNTY:

“LC” has been a single mother and resident of the Crossroads Shelter-Family Unit through the East Oakland Community Project (EOCP). LC became homeless after losing her job due to emotional stress after one of her children experienced a traumatic incident. LC slept in her car with her children for months but was unable to find the stability needed to start afresh.

Upon entering Crossroads, LC was able to connect with her CalWORKs Employment Counselor and enroll in Alameda County Social Services Agency's (ACSSA) SUCCESS program – CalWORKs Public Service Trainee Program (CPSTP). The CPSTP is a highly competitive one-year job training and placement program, which uses both classroom skill building and on-the-job training to prepare CalWORKs participants for careers in the public and private sectors; and selected participants currently earn \$24 hourly.

LC was enrolled in HSP during the time that she was enrolled in the training program. After getting all her documents, filling out countless applications, and putting one foot in front of the other, she successfully secured permanent housing, furniture, and essential household supplies. Additionally, she has completed IT training, is employed in local government in an IT role, and confidently envisions a career in the IT industry, manifesting her aspirations with determination and hope.

She continues to work with Alameda County and is profoundly grateful for her achievements and the positive outcomes. Although the journey was challenging, painstaking, and at times overwhelming, LC persevered and is relieved and proud to have reached this milestone. We are incredibly proud of her resilience and honored to

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have walked alongside her, providing support and cheering her on every step of the way. Her success is truly inspiring!



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### MARY, MOTHER OF THREE, IN BUTTE COUNTY

Mary was a health care provider for many years before suffering a work-related injury, leading to opiate addiction. Mary had three children, none in her care, as her life spiraled out of control. Mary was evicted and became homeless in 2017. HSP was first introduced to Mary in April of 2017. At the time, Mary and her youngest son were living in her vehicle. HSP provided Mary with a week of temporary shelter, but Mary's cash aid was discontinued when it was determined that her son was living elsewhere, and Mary's HSP ended. Mary returned to HSP in December 2019. Mary had been living on the streets, using drugs, and primarily living under a bridge near downtown. Mary became pregnant and this was the catalyst for her sobriety. Mary sought shelter at the Aurora North House, a recently opened homeless shelter. Mary was eight months pregnant, recently clean, and committed to doing whatever it took to keep her unborn child with her.

Mary delivered her son, both were clean at birth, and all who encountered Mary observed that she was a dedicated parent and was taking control of her life. Between hotel stays and the Aurora North House, HSP paid for 142 days of shelter for this family. In April 2020, Mary was accepted into Phase I of the Esplanade House program, a local transitional housing development and actively engaged in the program.

HSP provided six months of rental assistance during this transition. Mary remained clean and sober and began having visitation with her second youngest child. In September 2020, Mary moved into permanent subsidized housing. Mary continued to be stable and worked with several non-profit organizations helping homeless individuals secure treatment, care, and housing. Mary would often send photos to her HSP Employment Case Manager. Mary was able to reconnect with all of her children and gain care and control of her second youngest son. The older children were adults on their own at this point.

HSP provided Mary with an additional five months of rental assistance at this permanent housing unit. In February 2022, Mary and her family relocated to an apartment using a Section 8 voucher. Being that she was able to afford her rent independently, Mary declined any additional HSP assistance. In May of 2022, Mary was hired by a county social services office as an Eligibility Specialist. Mary passed her probationary period and is considered a valuable and hard-working member of the team.

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HSP is not a "one and done" program. HSP strives to meet families where they are. Mary progressed from living on the street, to living in a shelter environment, to living in a transitional housing program, to having her own apartment in a period of three years. Mary has actively and continuously presented herself as a success story for others who struggle with homelessness.



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#### "SMITH" FAMILY, IN FRESNO COUNTY

"Mr. Smith" was referred to Centro La Familia's (CLFA) HSP program in February 2022. The family size consists of two adults and four children. The family lost their home and all their belongings in a fire. The family had no alternative than to shelter in a hotel at their cost. The family transitioned to a homeless shelter and were ultimately referred to the CLFA HSP program.

The family and CLFA HSP staff worked together in seeking permanent housing. However, as an elderly individual with fixed income, the participant had difficulty in maintaining employment. The family was placed on the Housing Choice Voucher (HCV) waiting list. During this time, the family was denied multiple units through several property management companies due to low income and issues with credit checks.

The family was finally accepted by the HCV program. The CLFA HSP navigator worked together with one of the property management companies that had previously denied the family in order to assist with the reapplication to include the voucher. The family was approved for a unit and has been housed since March 01, 2023.

To secure the family and their permanent housing opportunity, the CLFA HSP program assisted with the security deposit and essential furniture for the family. The family was elated and appreciative that the CalWORKs HSP program was able to help them navigate the process and assist them in obtaining permanent housing.

As of today, the family remains housed in the unit they moved into last March. They still have an HCV and began receiving SSI for Mr. Smith and the two youngest children. The family is no longer on CalWORKs but continues to sustain their permanent housing. They appear happy and doing well.



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## FAMILY IN ORANGE COUNTY, WENT FROM SLEEPING IN A CAR TO PERMANENTLY HOUSED:

When the client was referred to the Orange County Housing Support Program in June 2024, the client and her family were literally homeless, sleeping in their car. The client and her family had moved recently to California from Arizona and were experiencing a financial hardship which led them to lose the apartment that they were previously renting because they got behind on the rent payments and could not keep up. With limited income, resources, and minimal support systems in California, they were having a hard time navigating through their housing search.

Once they were approved for the Housing Support Program, the client began working closely with the Housing Solutions Case Manager and created a housing stability plan that included budgeting and goal setting. The client and her partner were very motivated throughout their participation in the program. They would meet frequently with the Housing Solutions Case Manager to discuss their progress and were able to receive the additional support they needed to navigate their housing search. The Housing Solutions Case Manager also encouraged the clients to seek employment while they were enrolled in the program and served as an advocate for the clients by talking to landlords in order to increase their chances at getting approved for housing.

After 3 months of participation in the program, the client was able to secure a full-time job in September and within the same month, the clients were approved to rent a unit. The client needed assistance to pay for the security deposit and first month's rent as they had not received their first paycheck, and the assistance was provided through the Housing Support Program. We are happy to report that the clients are now successfully housed and on their way to self-sufficiency as they continue to work towards stabilizing their income. The Housing Support Program provided the client with the necessary housing intervention to end the family's homelessness. Today, we are happy to report that the client, her partner, children, and pets are all permanently housed and have a place to call home!



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## SINGLE FATHER OF FOUR, IN SAN MATEO COUNTY

A single father with four children was referred to HSP in urgent need of housing with an eviction pending and at risk of homelessness. He was unable to afford rent despite working limited hours and faced barriers to employment, including mental health challenges stemming from his time in Gaza. A trained doctor from Ukraine, he struggled to secure a medical position due to language barriers and his foreign credentials. As part of the program, rental arrears assistance was provided so that the family could maintain their housing and avoid homelessness. The father was connected to essential

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services, including mental health support, food assistance, and legal aid. With legal aid, he resolved housing issues and stabilized his living situation. Counseling helped him process the loss of family and colleagues in Gaza, enabling him to increase his work hours and maintain stability.

He has since transitioned off CalWORKs due to being over income. He has now been working full-time for over a year and continues to maintain his housing independently. Grateful for the intensive case management and referrals he received, he credits his case manager and HSP for helping him to rebuild a stable life for himself and his family.



## CDSS GUIDANCE, RESOURCES AND AVAILABLE SUPPORT:

Grantees may visit the [CDSS HSP webpage](#) for relevant information, letters, and guidance regarding the CalWORKs Housing Support Program. We also encourage you to sign up to receive CDSS letters and publications regarding our CDSS housing and homelessness programs here: [DSS Housing and Homelessness Programs](#).

If you feel your program could use additional support and technical assistance, we encourage you to view the resources and tools available on the [Change Well Project's](#) website. You can also sign up for their monthly Learning Labs. Please view their website here: [www.changewellproject.com](http://www.changewellproject.com)

If you review the available tools and resources on the website and feel your program needs more specific, tailored support, you may benefit from one-on-one technical assistance (TA) from the Change Well Project. You can complete a request form here: [Request Technical Assistance | Change Well Project](#). Technical assistance from CWP is paid for by a contract with CDSS and is of no cost to you!

Lastly, you are welcome to reach out to our Housing mailbox at [housing@dss.ca.gov](mailto:housing@dss.ca.gov) with any questions or concerns you may have and a member from our team will respond to you or can set up a meeting if you have something you would like to discuss.

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<sup>1</sup> CoC data Source: HUD performance measures - The most recently available CoC data is for Federal FY 2023.