



Sheryl L. Spiller
Director

Antonia Jiménez
Acting Chief Deputy

CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) PROGRAM

HOMELESS CASE MANAGEMENT FOR CalWORKs FAMILIES FACT SHEET

GAIN Services Workers (GSWs) have been assigned to CalWORKs district offices as Homeless Case Managers (HCMs) to assess/case manage homeless and at-risk families applying for or already receiving CalWORKs.

Any family applying for any of the DPSS Housing Program benefits (Homeless Assistance, Moving Assistance, Emergency Assistance to Prevent Eviction, Rental Assistance, and Housing Relocation Program) will be referred to the HCM by the Eligibility Worker.

Homeless Case Management Objectives and Goals

Homeless Case Management is a **voluntary** program for families who are homeless or at-risk of homelessness.

Definition: Homeless Case Management is a method of assessing the needs of the CalWORKs homeless and at-risk family and arranging, coordinating, monitoring, evaluating, and advocating for a package of multiple services to meet the specific family's complex needs. It requires establishing a trusting and caring relationship with the homeless and at-risk family which may include linking the family with systems that provide the family with needed services, resources, and opportunities. Services will include: a) crisis intervention; b) short-term stabilization; c) needs assessment; d) assistance with application and receipt of Specialized Supportive Services; and e) an individualized housing plan.

Objective: To determine the eligibility and appropriate services for the CalWORKs homeless and at-risk family and facilitate access to services. To assist the family in developing an individualized housing plan that will lead to permanent housing.

Goals: The primary goal of the HCM is to provide quality services in the most efficient and effective manner to CalWORKs homeless and at-risk family with multiple, complex needs to help the family fulfill its potential. The Homeless Case Management method rests on a foundation of professional training, values, knowledge, theory, and skills used in the service of attaining goals that are established in partnership with the homeless and at-risk family. Such goals include:

- assisting families who are homeless or at risk of being homeless to obtain and retain stable housing;
- enhancing developmental, problem-solving, and coping capacities of the homeless and at-risk family;
- conducting assertive, community-based outreach;
- nurturing trusting, caring relationships with the homeless and at-risk families;
- respecting client autonomy;
- prioritizing family self-determined needs; and
- linking and providing families with active assistance to obtain needed resources.

The HCM will work in partnership with the family to identify barriers and set goals to address the barriers, make appropriate referrals to services which will meet the complex needs of the family, monitor those services, conduct outreach to identify available resources for the family in the community, and most importantly, serve as an advocate for the family between the Eligibility Worker and the GSW to ensure the case is in order for the family to receive all entitled benefits and services.