

**County of Los Angeles - Department of Mental Health**

**Housing and Job Development Division  
Federal Housing Subsidies Unit**

**CONTINUUM OF CARE  
POLICIES AND PROCEDURES**

**THE HOUSING AUTHORITY OF THE CITY OF LOS ANGELES (HACLA)**

**I. Purpose**

These policies and procedures have been developed to enable housing liaisons and case managers to assist clients in the completion of applications for the Continuum of Care Program administered by the Housing Authority of the City of Los Angeles (HACLA) and to meet all Continuum of Care grant requirements.

**II. Completion and Submission of Application**

- All documents in the application package must not be more than 30 days old on the date the application is submitted to HACLA;
- The client must meet HUD criteria for chronic homelessness throughout the application process. Being “at risk of homelessness” does not suffice;
- A cover letter prepared by the case manager is required with all applications. The letter should describe how and when the client became homeless, provide details of the client’s homeless history including locations and addresses and explain different addresses that may be listed on various documents throughout the application package, i.e., SSI, Cal-WORKs, CA Driver’s License, etc.;
- The client must identify all family members who will be residing with her/him;
- Include a copy of birth certificates for minors, social security cards for all family members, and a California Driver’s License or California identification for all adult household members;
- Complete all forms in their entirety. All questions should have a response including “N/A”, if applicable;
- Clients living in Continuum of Care units must continue to receive DMH services as required by the grant. If DMH provided services are

discontinued the client's Continuum of Care certificate is in jeopardy of being cancelled. Clients may, however, transfer to another DMH program. If a client's services are transferred to another clinic/agency, the new case manager and housing liaison are to be informed of the client's housing situation and are obliged to provide the required case management services and submission of client data to the Federal Housing Subsidies Unit (FHSU);

- Applications for Continuum of Care must be reviewed for accuracy and completeness by the designated Housing Liaison for your clinic/agency before submission to the FHSU;
- Applications will be returned immediately to the clinic/agency if they contain more than five (5) errors or omissions. If there are less than five (5) errors or omissions, applications will be held by the FHSU for two (2) weeks from the initial request for corrections or documentation;
- As required by the Continuum of Care grant, a Quarterly Report Survey must be submitted to the FHSU on a quarterly basis by the housing liaison. Housing liaisons will be notified when these are due.

### **III. Roles and Responsibilities**

#### **Housing Liaisons**

- Coordinate the Continuum of Care activities within their program;
- Provide technical assistance to clinic/agency personnel in the preparation of a housing application;
- Become familiar with all clinic/agency clients housed with a HACLA Continuum of Care Certificate;
- Collaborate with case managers regarding housing issues;
- Notify the FHSU when a client refuses services, transfers to another mental health provider, dies or moves out of Continuum of Care housing;
- Assist in the submission of client data for inclusion in quarterly and annual reports;
- Attend housing liaison meetings and trainings.

### **Case Managers**

- Use a Housing First approach to assist clients with immediate access to housing and the supports needed to retain housing;
- Assist the client in completing the housing application;
- Submit the completed application to the clinic/agency Housing Liaison;
- Accompany the client to HACLA for the housing interview;
- Send a copy of the Continuum of Care Certificate and the signed Lease Agreement to the Federal Housing Subsidies Unit;
- Assist the client in locating a rental unit
- Provide linkage whenever the individual is transferred to another program to ensure continuity of care and adherence to the contract;
- Complete the client data forms for the quarterly and annual reports.
- Assist the client with the annual renewal process

### **Federal Housing Subsidies Unit**

- Provide technical assistance to housing liaisons, housing specialists and case managers;
- Review applications for accuracy and completeness;
- Submit completed applications to the Housing Authority and follow-up regarding the status of the application;
- Notify the case manager, housing liaison or housing specialist when the certificate will be issued;
- Collect data and complete all required reports.