Housing Instability: APS Navigation, Resources, and Collaboration

INSTRUCTOR LED TRAINING

TRAINER MANUAL

Academy for Professional Excellence

APSWI
Adult Protective Services
Workforce Innovations

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

Funding Sources

This training was developed by the Academy for Professional Excellence's Adult Protective Services Workforce Innovations program, with funding from the California Department of Social Services, Adult Programs Division.

Curriculum Developer, 2026

Alice Joy Kirk, LCSW

Additional expertise provided by Ali Ernst, Workforce Development Specialist

This training was developed in 2021 by the Academy for Professional Excellence, with funding from the California Department of Social Services, Adult Programs Division

Curriculum Developer, 2021

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Introduction

We are pleased to welcome you to **Housing Instability: APS Navigation, Resources, and Collaboration 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 with the goal of revolutionizing the way people work to ensure the world is a healthier place. Our services integrate culturally responsive and recovery-oriented practices into our daily work to promote healing and healthy relationships. Providing around 70,000 learning experiences to health and human service professionals annually, the Academy provides a variety of workforce development solutions in Southern California and beyond. With five programs, three divisions and over 100 staff, the Academy's mission is to provide exceptional learning and development experiences for the transformation of individuals, organizations and communities.

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.

APSWI partners with state and national organizations and experts in the older adult and adults with disabilities professions to empower APS professionals and those they serve to live safely, peacefully and in a world that is free from abuse and neglect.

APSWI's partners include:

- National Adult Protective Services Association (NAPSA) and the National Adult Protective Services Training Center (NATC)
- California Department of Social Services (CDSS), Adult Programs Division
- County Welfare Directors Association of California (CWDA), Protective Services Operations Committee (PSOC)
- California's Curriculum Advisory Committee (CAC) Committee

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Acknowledgements

This training is the result of a collaborative effort between Adult Protective Services administrators, supervisors, staff development officers and line staff across the state and the nation; professional educators; and the Academy for Professional Excellence staff members. APSWI would like to thank the following individuals and agencies:

Agencies

California Department of Social Services Adult Services Division

National Adult Protective Services Association

Committees:

California's Curriculum Advisory Committee

Southern California's Training Planning Committee

National Adult Protective Services Association (NAPSA) Education & Development Committee

Curriculum Developer

Alice Kirk, LCSW

Additional Expertise

Ali Ernst, Workforce Development Specialist

Kat Preston-Wager, Workforce Development Supervisor

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How to Use This Manual

This curriculum was developed as a virtual **3 hour and 15-minute workshop, not including breaks,** 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. When possible, virtual and in-person prompts are given.

Because housing and homelessness resources, program availability, waitlists, and web links change frequently, trainers should review all resources in advance of the training. PowerPoint slides, handouts, links, and local resource information should be updated as needed to ensure participants receive current and accurate information.

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

- Actions which the trainer takes during the training are written in **bold**
- *Trainer notes are italicized*

Use of language: Throughout the manual, APS professional is used to denote individual staff who may go by various titles. 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/content material is on the same page as the accompanying PowerPoint slide.
- To hide a slide in PowerPoint, on the Slides tab in normal view, select the slide you want to hide.
- On the Slide Show menu, click Hide Slide. The slide number will have a line through it to show you have hidden it.
- The slide remains in your file even though it is hidden when you rune the presentation.

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Course Outline:

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.

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Trainer Guidelines

It is recommended that someone with experience working with unhoused adults facilitate this virtual workshop. Co-facilitation with an APS trainer or supervisor 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 25-30 participants.

The following **teaching strategies** are incorporated:

- Lecture segments
- Interactive exercises (e.g., breakout groups, chat box discussion, video demonstration, polling activities)
- Question/answer periods
- PowerPoint Slides

The following **equipment and materials** are needed:

- Trainer Manual
- Participant Manual
- PowerPoint Slides
- Headset with microphone Computer

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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 or 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, 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 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

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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.

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Executive Summary

Housing Instability: APS Navigation, Resources, and Collaboration is the third workshop in the series. The Housing Instability series is designed to provide APS professionals with knowledge, practical tools, and allow them to gain a better understanding of what many individuals who are unhoused or experiencing housing instability might work through so they can work more effectively with the 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 or housing instability have evolved. This workshop is also 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 into how the nation has shaped the response to the needs of unhoused individuals, on a state and federal level. They will better understand what resources currently exist, and how they can use those resources to help the people they work with. The resources and program details included in this workshop reflect information available as of June 2026. Because housing programs are influenced by changing legislation, funding cycles, and local implementation, APS professionals are encouraged to verify current availability and eligibility through local partners. Participants will work individually and in breakout groups to locate and research useable resources and collaborative opportunities for their unique location and context. This includes an in-depth look at California's ongoing response to older adult homelessness. Participants will also be given resources to continue their learning process as programs and funding continue to change and evolve.

Virtual Training

- The following virtual instructional strategies are used throughout the course: lectures, interactive activities, chat box and large group discussions, breakout rooms, and polls. 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 Manuals can be sent out or printed ahead of time to allow for note taking.

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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 their participant manual or at least the **Handout: Reference Guide for Federal Housing and Homelessness Resources,** and **Handout: Locate Federally Funded Housing Resources, Handout: California Resources Reference Guide**, **Handout: Building My Resource Knowledge** and **Handout: Worksheet: The Power of Collaboration** prior to attending training.

Intended Audience

This training is intended for new and experienced line staff who interview clients and collaterals, 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 three practical resources APS professionals can use to support clients.
- Compare general homelessness resources with resources designed for populations requiring tailored approaches.
- Discuss how to stay connected and collaborative within a changing system of services.

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Course Outline

CONTENT	MATERIALS	TIME
Welcome and Introductions		**Total: 20 minutes**
Housing Instability and Unhoused Older Adults: APS practice, Resources and Collaboration		
About the Academy and APSWI		
Land Resources		
Housekeeping		
Introductions Activity: Poll		5 minutes
Course Goals		
Learning Objectives		
Federal Programs Addressing Homelessness		**Total: 65 minutes**
Affordable Housing and Tilting at Windmills	Handout: Reference Guide for Federal Housing and Homelessness Resources	
US Department of Housing and Urban Development		
Mckinney-Vento Homeless Assistance Act		

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CONTENT	MATERIALS	TIME
Continuum of Care (CoC)		
Coordinated Entry System		
Public Housing		
Low Income Housing Tax Credit (LIHTC) Apartments		
A Waitlist is Not Housing		
Activity: Federally Funded Housing Connections	Handout: Locate Federally Funded Housing Connections	30 minutes
California State Resources		**Total: 50 minutes**
California Safety Net and APS Considerations	Handout: California Resources Reference Guide	
California Housing Systems		
Finding the Local CoC and Coordinated Housing Entry		
Public Housing Authority (PHA)		
Home Safe		
Activity: Building My California Resource Knowledge	Handout: Building My Resource Knowledge	15 minutes

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CONTENT	MATERIALS	TIME
Emerging & Transitional California Resources	Handout: Temporary and Interim Resources	
Resources for Populations Requiring Tailored Approaches		**Total: 20 minutes**
Looking at specific needs		
Veterans		
Individuals with Behavioral Health Issues		
Individuals with Documented Disabilities		
Individuals who have Previous Involvement with the Justice System		
Individuals who are Registered Sex Offenders		
Service Planning and Collaboration		**Total: 25 minutes**
Journey and Collaboration		
The Power of Collaboration	Handout: The Power of Collaboration	20 minutes
Wrap-Up		**Total: 15 minutes**
Summary		
P.I.E.		5 minutes

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CONTENT	MATERIALS	TIME
Evaluations		
TOTAL (Excluding Breaks)		**3 hours 15 mins**

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Welcome, Introductions and Course Overview

Time Allotted: 20 minutes

Associated Objective(s): Summarize the complex system of affordable housing.

Method: Poll, Large Group Discussion

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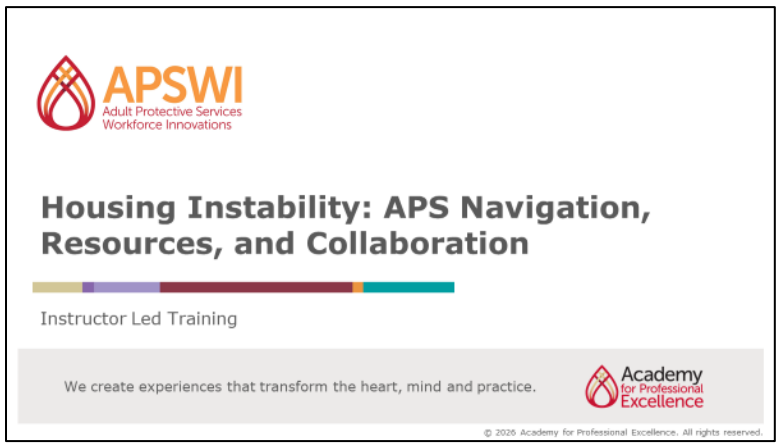
Slide #1: Introduction: APS Navigation, Resources, and Collaboration



Welcome participants and allow everyone to settle in.

Ask participants to sign in or type names, titles, and counties into chat box.
Introduce yourself and briefly highlight your interest in this topic and relevant experience with the subject.
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.

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Slide #2: About the Academy and APSWI

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.

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Slide #3 & 4: Land Acknowledgment

Trainer note: These slides incorporate a national land acknowledgment to honor the land that anyone who accesses the materials is on. When training, insert the land you're training from.

Share:

- Slide #3- The purpose of a land acknowledgement is to recognize the relationship of Indigenous peoples to the land. It is multi-faceted in its meaning. It shows respect to the people of the land, to the land itself and to their relationship to one another. They are statements that recognize the dispossession from the land, the harm brought by colonial practices, beliefs and policies. They validate and recognize the continued presence of Indigenous peoples everywhere. Lastly, when offered in earnest and with sincerity, they are the first steps in reconciliation and healing.
- Slide #4- For millennia, hundreds of Tribal nations have been a part of this land. This land has nourished, healed, protected, and embraced them for many generations in a relationship of balance and harmony. As members of the Academy community, we acknowledge this legacy. We promote this balance and harmony. We find inspiration from this land; the land of the original inhabitants of this Nation. Find the tribe(s) in your area at Native Digital Land.

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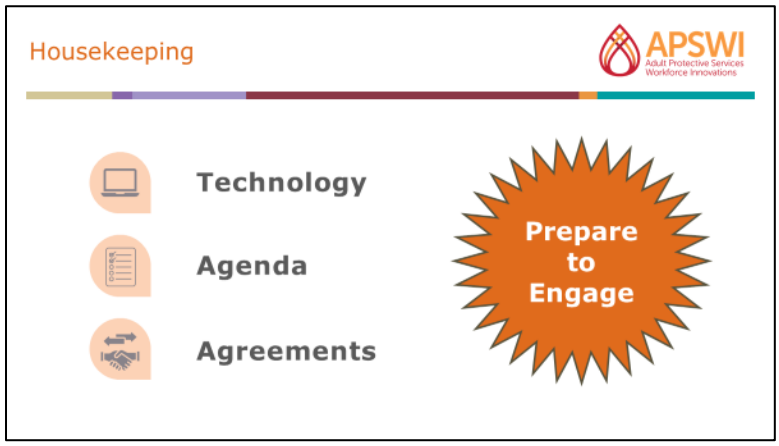
Slide #5: Housekeeping



Cover any "housekeeping" items, including virtual technology if needed. Some items may include:

- Review the agenda
- Share estimated break times
- Discuss use of technology (breakout rooms, reactions, chat, video, etc.)
- Review norms and agreements, and expectations about participation

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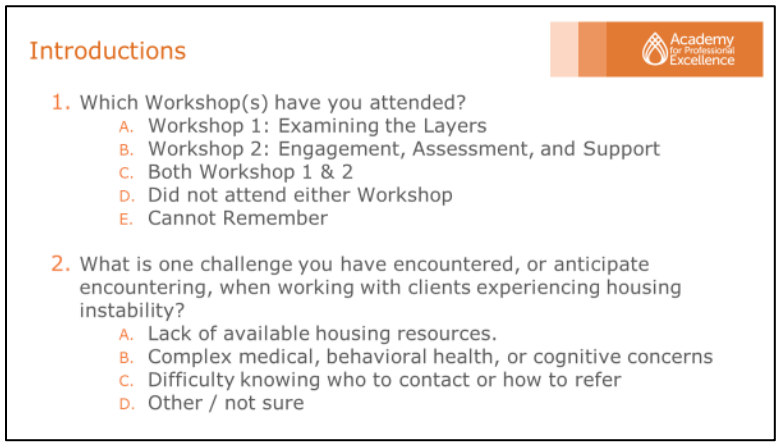
Slide #6: Introductions



Trainer note: this slide is animated, display the questions and answers options one at a time.

Introduce yourself and interest in this training topic. **Choose** one of the two polls below to launch.

Activity: Poll (5 minutes)

Poll

Instructions:

1. **Explain** that you'll be launching a poll to determine what participants have already learned.
2. **Ask** that each participant take the anonymous poll and **share** there will be opportunities to elaborate if they desire.
3. **Launch** either poll:
    a. Which workshops have you attended:
        i. Workshop #1: Examining the Layers
        ii. Workshop #2: Engagement, Assessment and Support
        iii. Both Workshop #1 and #2
        iv. Did not attend either workshop
        v. Cannot remember
    b. What is one challenge you have encountered, or anticipate encountering, when working with clients experiencing housing instability?
        i. Lack of available housing resources.
        ii. Complex medical, behavioral health, or cognitive concerns
        iii. Difficulty knowing who to contact or how to refer
        iv. Other / not sure

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4. **Review** the results of the poll and ask participants to share key takeaways from the previous trainings.
5. **Connect** the results of the poll by **explaining** how it helps everyone understand the different levels in the room and what feels the most challenging.
6. **Invite** participants to share brief reflections on what they find to be their biggest challenge.

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Slide #7: Course Goals

Explain that this is the third workshop in the series *Housing Instability: APS Navigation, Resources, and Collaboration.* The series is designed to provide APS professionals with knowledge, practical tools and to gain a better understanding of what many individuals who are homeless or experiencing housing instability might work through so they can work more effectively with the population.

Share that Workshop #1 *Housing Instability: Examining the Layers* was a knowledge and awareness training that focused on:

- Understanding risk and contributing factors to becoming houseless and identifying protective factors.
- Identifying our own implicit and explicit bias with those who experience homelessness and recognizing how those biases impact the way APS professionals work with others.
- Understanding the principles of trauma informed care and how they complement APS Guiding Principles and Values to apply them when working with those who are at risk or, or homeless.

Review that in Workshop #2 *Housing Instability: Engagement, Assessment, and Support* we built on foundational concepts first discussed in Workshop #1 and provided opportunities to build on those concepts through:

- Summarizing the unique traits, challenges and needs experienced by people who are at risk of or experiencing homelessness.
- Identifying effective methods to plan challenges when conducting outreach and engagement.
- Applying practical techniques when completing the initial assessment with clients experiencing homelessness.
- Developing a personal plan to encourage self-care and build resiliency as an APS professional.

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Discuss that 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 or housing instability have evolved. This workshop is also designed to help participants identify and understand strategies that support their client's ability to navigate through those systems. That includes resources for other basic life needs which can help the money used for housing to stretch further. Let's look more closely at the workshop objectives.

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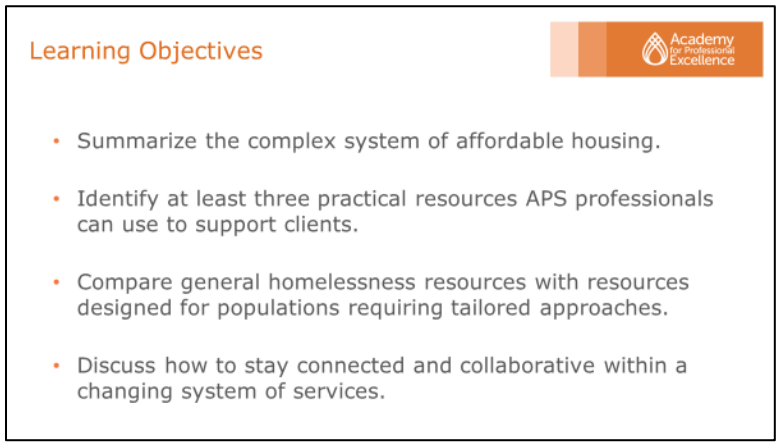
Slide #8: Learning Objectives



Explain that Workshop #3 Housing Instability: APS Navigation, Resources, and Collaboration is designed to help participants identify practical strategies that support clients as they move through these systems. Because housing resources, funding, eligibility rules, and referral pathways change, often rapidly, this workshop will focus on how to connect and collaborate, and how to build the skills needed to find current resources and help clients utilize them.

Review the learning objectives:

- Summarize the complex system of affordable housing.
- Identify at least three practical resources APS professionals can use to support clients.
- Compare general homelessness resources with resources designed for populations requiring tailored approaches.
- Discuss how to stay connected and collaborative within a changing system of services.

Explain that we will begin by looking at the complex landscape of federal resources so we can better understand how they help on a local level.

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Federal Programs Addressing Homelessness

Time Allotted: 65 minutes

Associated Objective(s):

- Summarize the complex system of affordable housing.
- Identify at least 3 resources available to use within one's APS practice.

Method: Lecture, Breakout Room, Large Group Discussion

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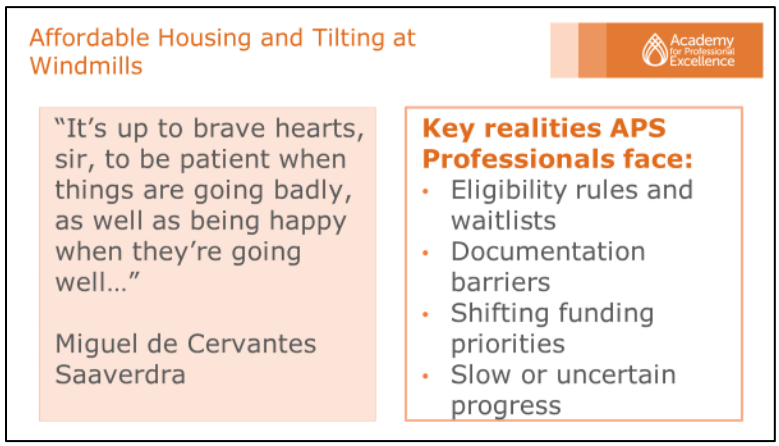
Slide #9: Affordable Housing and Tilting at Windmills



Trainer note: this slide is animated, display boxes one at a time.

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 …"

Explain that this quote is from Don Quixote, a classic novel by Miguel de Cervantes. In the story, Don Quixote is a character who takes on challenges that seem impossible, including famously charging at windmills because he believes they are giants. Over time, "tilting at windmills" has become a metaphor for facing overwhelming or unrealistic challenges.

Share that today we are going to take a difficult but important look at helping older adults navigate housing instability and affordable housing resources.

Explain that over the years, federal, state, and local systems have created multiple pathways intended to prevent and respond to homelessness. These pathways can offer real opportunities, but they can also be confusing, difficult to access, and limited by:

- Eligibility requirements
- Waitlists
- Documentation barriers
- Changing funding priorities.

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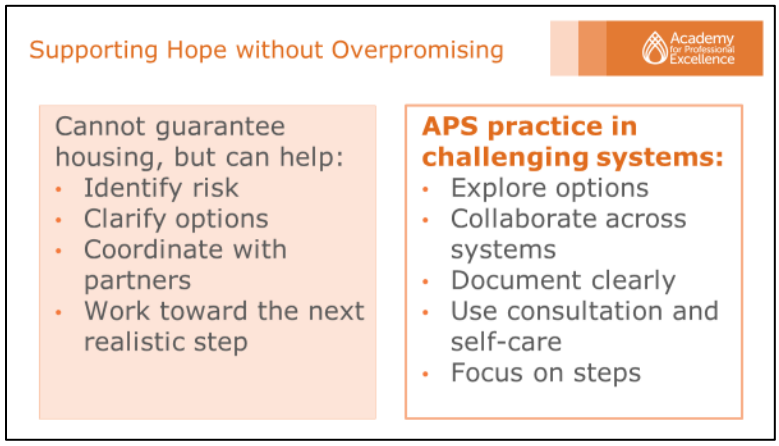
Slide #10: Supporting Hope Without Overpromising



Trainer note: this slide is animated, display boxes one at a time.

Explain that as APS professionals move through this work, it can sometimes feel as if nothing is working. Clients may have had similar experiences and may feel discouraged, overwhelmed, or hopeless.

Share that one of the challenges in this work is learning how to support hope without overpromising outcomes. APS cannot guarantee housing, but APS can help:

- Identify risks
- Clarify options
- Coordinate with partners
- Continue working toward the next realistic step.

Explain that the need for affordable housing continues to exceed available resources. It often requires persistence, collaboration, realistic planning, and the ability to keep moving forward when progress is slow. For APS professionals, this means:

- We explore available options, while recognizing that some options may not result in immediate success.
- We collaborate with housing, behavioral health, medical, outreach, benefits, legal, and community partners whenever possible.
- We document risks, barriers, referrals, follow-up efforts, and unmet needs clearly.

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- We practice self-care and seek consultation, because this work can be emotionally demanding.
- We remember that making a difference does not always mean solving the entire housing problem. Sometimes it means reducing risk, preserving connection, improving coordination, and helping the client remain connected to future opportunities.

Discuss that the goal is not to memorize every housing program or promise immediate solutions. The goal is to understand the structure well enough to ask better questions, identify realistic pathways, collaborate effectively, and keep working the problem when the system is difficult to navigate.

Explain there is a guide for federal resources to help as they are discussed. **Ask** that the participants take out the **Handout: Reference Guide for Federal Housing and Homeless Resources** so they can refer to it during discussion.

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Handout: Reference Guide for Federal Housing and Homelessness Resources

Federal housing programs matter, but access is local. APS generally works through local systems rather than contacting HUD directly for client housing.

U.S. Department of Housing and Urban Development (HUD): Funds and regulates affordable housing, public housing, voucher, fair housing, and homelessness programs. HUD sets rules and funding; local systems manage access.

Continuum of Care (CoC): Local or regional homelessness planning body. Coordinates HUD homelessness funding, HMIS data, Point-in-Time Counts, service priorities, and local homelessness planning.

Coordinated Entry System: Local process for assessing and connecting people experiencing homelessness to available housing/services. Access may be 2-1-1, shelters, outreach teams, access centers, online forms, or designated agencies. It does not mean immediate housing; it means assessment and connection based on eligibility, priority, and available resources.

Public Housing Authority (PHA): Local, city, county, or regional agency that administers HUD housing programs, applications, waitlists, eligibility, inspections, and rental assistance. PHAs are the place to check for Section 8/Housing Choice Voucher waitlists, public housing waitlists, and some project-based programs.

Low-Income Housing Tax Credit (LIHTC) Apartments: Federal tax-credit program that creates affordable rental housing. LIHTC properties can be searched through the HUD LIHTC Database to identify affordable apartments in a specific area. Results should always be verified directly with the property.

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Public Housing and Rental Assistance Options

Key question: Does the assistance move with the person, or stay with the unit?

Housing Choice Voucher / Section 8	Public Housing	Project-Based Rental Assistance
Tenant-based. Vouchers are attached to the person/household and may move with them if rules are met.	Unit-based. Subsidy is attached to a public housing unit owned or managed by a PHA.	Property-based. Subsidy is attached to a specific building or unit, not the tenant.
Plain language: voucher belongs to the tenant.	Plain language: assistance stays with the unit.	Plain language: assistance stays with the building/unit.

Key Considerations:

- Resources change frequently: Waitlists open and close, voucher issuance may pause, and access points shift. Always verify current local procedures.
- Access is local: HUD funds and regulates programs, but counties, cities, PHAs, and CoCs control applications, referrals, and day-to-day access.
- Eligibility and documentation vary: Requirements differ across PHAs, CoCs, and LIHTC properties, and missing documents can delay or block access.
- Housing is not immediate: Coordinated Entry assessments, voucher approvals, and public housing applications often involve long waits, so setting realistic expectations is essential.

Key takeaway: APS professionals do not need to memorize every program. They need to know how to find the local doorway and help clients stay connected to the process.

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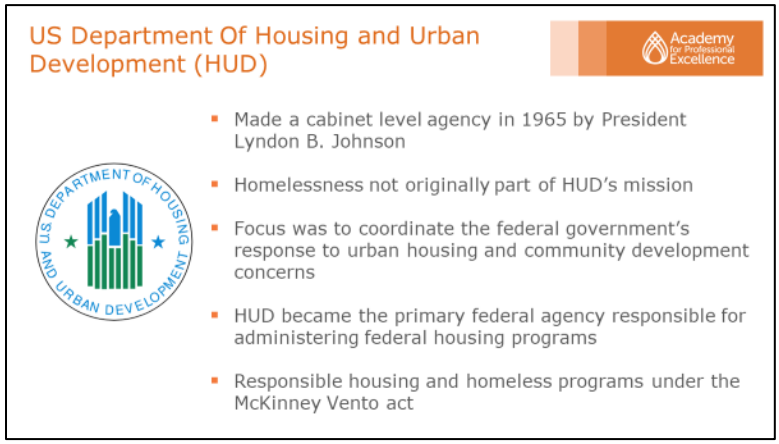
Slide #11: US Department of Housing and Urban Development



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Share that the first federal program discussed in today's workshop is the U.S. Department of Housing and Urban Development, commonly known as "HUD**."** When HUD was created in 1965, its initial focus was to coordinate the federal government's response to urban housing and community development concerns (Hud Exchange, US Department of Housing and Urban Development).

Review the origin of HUD:

- Made a cabinet level agency in 1965 by President Lyndon B. Johnson.
- Homelessness was not originally part of HUD's mission.
- Over time HUD became the primary federal agency responsible for administering federal housing programs.
- HUD is responsible housing and homeless programs under the McKinney Vento act

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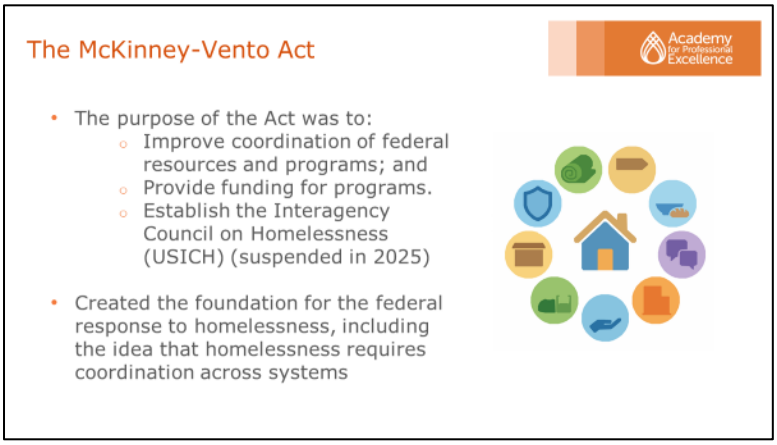
Slide #12: McKinney-Vento Homeless Assistance Act



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Share the following:

- Passed in 1987 and considered the foundation of the modern federal response to homelessness.
- Named the McKinney-Vento Homeless Assistance Act to honor Representatives Stewart McKinney and Bruce Vento, important advocates for federal homelessness legislation.

Review that the purpose of the Act was to:

- Improve coordination of federal resources and programs
- Provide funding for programs serving people experiencing homelessness
- Establish the Interagency Council on Homelessness (USICH) which was suspended in 2025

Explain the McKinney-Vento Act created the foundation for the federal response to homelessness, including the idea that homelessness requires coordination across systems which is highly important for anyone working with homelessness to understand (Hud Exchange, US Department of Housing and Urban Development).

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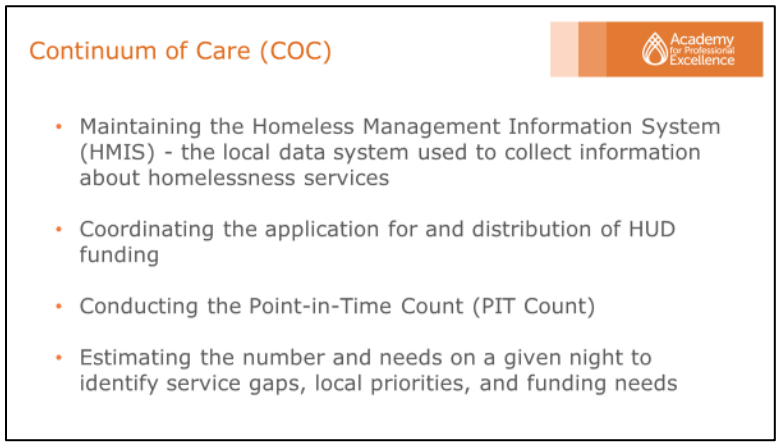
Slide #13: Continuum of Care (CoC)



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Share the following about the Continuum of Care (CoC):

- A CoC is a local or regional planning body that helps organize the homelessness response system in a specific geographic area.
- It provides funding to nonprofit providers, states, and local governments to help people experiencing homelessness move toward housing stability.
- Each CoC is responsible for:
    - Coordinating local homelessness services
    - Identifying needs and gaps
    - Supporting local planning
    - Determining how HUD homelessness funds are applied for and used

Explain that CoCs are required to establish and operate a centralized or coordinated assessment system, commonly referred to as a Coordinated Entry System, which we will discuss in the next slide.

Explain that tasks often connected to the CoC or lead agency include (HUD Exchange, June 2026. *Continuum of Care Program*.):

- Maintaining or overseeing the Homeless Management Information System (HMIS) which is the local data system used to collect information about homelessness services.
- Coordinating the application for and distribution of HUD funding.
- Conducting the Point-in-Time Count, or PIT Count, which helps communities estimate the number and needs of people experiencing homelessness on a given night.

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- This data identifies service gaps, local priorities and funding needs.

Explain that there are 44 CoC's California. Some counties, typically small and/or rural counties may share a CoC. There will be further discussed in state resources. For now, we will discuss the Coordinated Entry System, which each CoC's is Federally mandated to have (California Interagency Council on Homelessness, June 2026).

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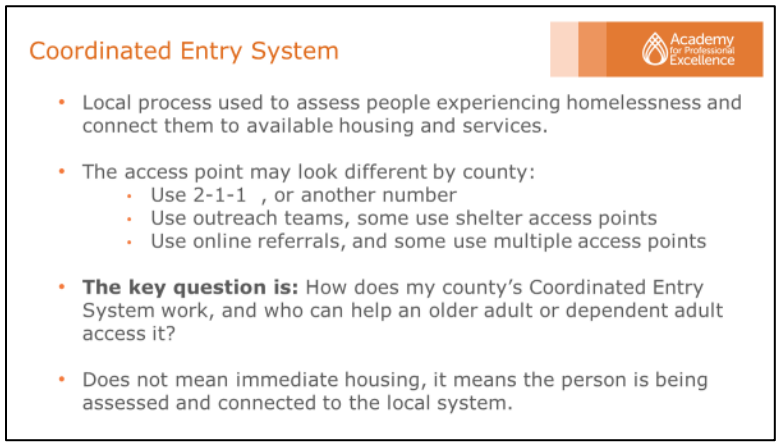
Slide #14: Coordinated Entry System



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Remind participants that each CoC has its own coordinated entry system. For APS professionals, knowing the local coordinated entry process can help clarify where to refer, who to contact, and how to support a client who may not be able to navigate the system independently.

- Coordinated entry is the local process used to assess people experiencing homelessness and connect them to available housing and services.
- The access point may look different by county. Some communities use 2-1-1, or another number. Some counties use outreach teams, some use shelter access points, some use online referrals, and some use multiple access points.
- For APS, the key question is: How does my county's Coordinated Entry System work, and who can help an older adult or dependent adult access it?

Note that the Coordinated Entry System does not mean immediate housing. It means the person is being assessed and connected to the local system based on eligibility, prioritization, available resources, and local procedures. One of the pieces of that system is Public Housing (24 C.F.R. § 578.7, n.d.; HUD Exchange, n.d. retrieved 6.13.26).

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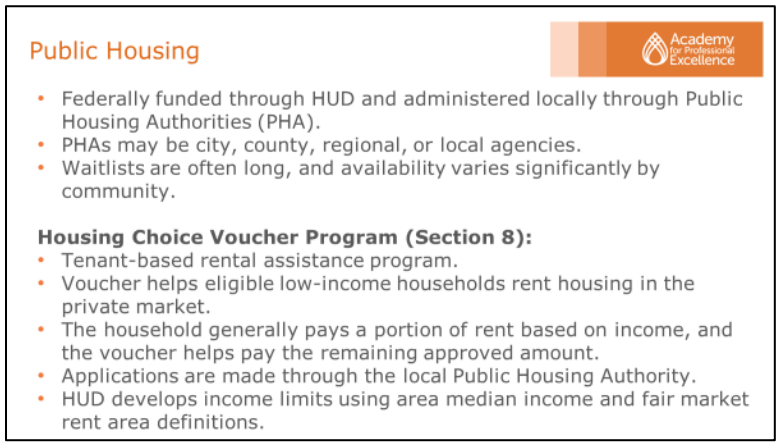
Slide #15: Public Housing



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Explain that public housing and voucher programs are federally funded through HUD and administered locally through Public Housing Authorities (PHA). PHAs may be city, county, regional, or local agencies.

They can provide long-term affordable housing options for older adults, people with disabilities, and low-income households. However, access is local, waitlists are often long, and availability varies significantly by community.

Review the following about the Housing Choice Voucher Program (Section 8):

- The Housing Choice Voucher is a tenant-based rental assistance program.
- The voucher helps eligible low-income households rent housing in the private market.
- The household generally pays a portion of rent based on income, and the voucher helps pay the remaining approved amount.
- The voucher may be portable, meaning it can sometimes be transferred to another housing authority's jurisdiction, including another county or state. However, portability has rules, and some families may need to live in the original PHA's jurisdiction for a period of time before porting.
- Applications are made through the local Public Housing Authority.
- Waitlists may be long, closed, or only open for short periods.
- Income limits vary by area and can be looked up through HUD USER Income Limits.

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- HUD develops income limits using area median income and fair market rent area definitions.

Review the following about Public Housing and Project-Based Rental Assistance:

- Some housing assistance is tied to a specific property or unit.
- The tenant may pay an income-based rent, often around 30% of adjusted income, depending on the program.
- The subsidy generally stays with the unit or property. If the tenant moves, the rental assistance usually does not move with them.
- These properties are not all limited to older adults. Some serve families, some serve older adults, some serve people with disabilities, and some serve mixed populations.
- Eligibility, bedroom size, waitlists, and application procedures depend on the property, program, and local housing authority.

Note that in addition to housing owned and operated by Public Housing Authorities, many affordable housing units are privately owned and developed through the Low-Income Housing Tax Credit (LIHTC) program, which has become one of the nation's primary tools for creating affordable rental housing (U.S. Department of Housing and Urban Development, n.d.).

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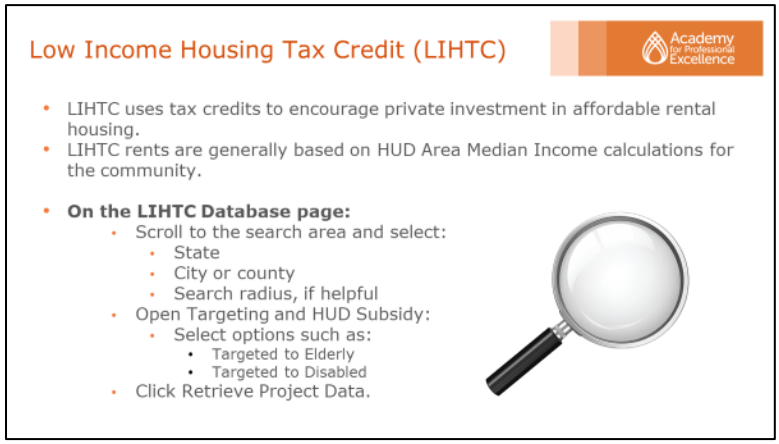
Slide #16: Low Income Housing Tax Credit (LIHTC) Apartments



Explain that LIHTC was created by the Tax Reform Act of 1986 and is a major tool for creating and preserving affordable rental housing.

- LIHTC uses tax credits to encourage private investment in affordable rental housing.
- The program is part of the federal tax code; in California, LIHTC is administered by the California Tax Credit Allocation Committee (CTCAC).
- LIHTC rents are generally based on HUD Area Median Income calculations for the community, not simply 30% of the tenant's income.
- LIHTC properties may be useful as affordable housing leads, but APS professionals must verify eligibility, vacancies, waitlists, rent, accessibility, and application steps directly with the property.

Share your screen and demonstrate how to search for LIHTC properties using the HUD LIHTC Database. This is a guided demonstration. **Encourage** participants to bookmark the database. **Demonstrate** the following steps:

1. **Use** the LIHTC or search: HUD LIHTC Database Access.
2. **Scroll** to the search area.
3. **Select** the following fields:
    a. State
    b. City or county
    c. Search radius (optional)
4. **Open** "Targeting and HUD Subsidy/"
5. **Select** relevant filters such as:
    a. Targeted to Elderly
    b. Targeted to Disabled

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6. **Click** "Retrieve Project Data"
7. **Explain** that the results list LIHTC properties in the selected area. These results should be used as leads only. APS professionals must contact each property directly to confirm:
    a. Current availability
    b. Eligibility criteria
    c. Rent levels
    d. Waitlist status
    e. Accessibility features
    f. Application process

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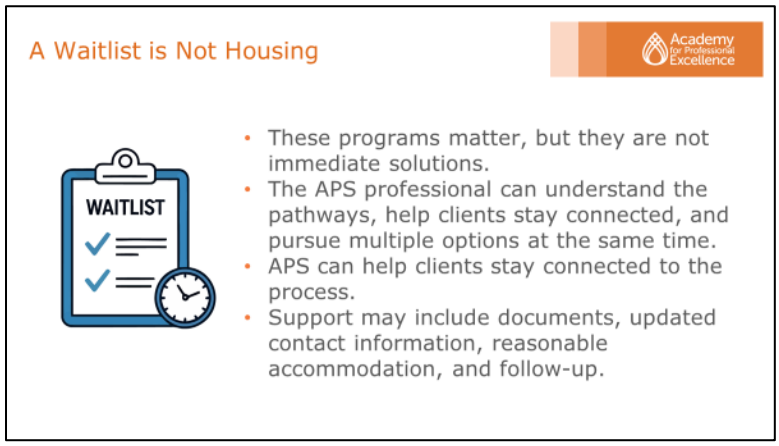
Slide #17: A Waitlist is Not Housing



Trainer note: this slide is animated. Display dot points one at a time.

Discuss that the reality is that these programs matter, but they are not immediate solutions for most APS clients. The APS role is to understand the pathways, help clients stay connected, and pursue multiple options at the same time. **Share** that:

- Housing programs are often limited by funding, unit availability, and long or closed waitlists.
- Some PHAs may not be issuing new Housing Choice Vouchers at this time.
- A waitlist does not mean immediate help.
- APS can help clients stay connected to the process.
- Support may include documents, updated contact information, reasonable accommodation, and follow-up.

Share that APS professionals should also help clients look at parallel options, including veteran resources, shelters, outreach teams, and local nonprofit housing providers.

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Slide #18: Locate Federally Funded Housing Connections

Activity: Locate Federally Funded Housing Connections (30 minutes)

Small group breakouts and large group discussion

Instructions:

1. **Explain** that the participants will be placed in breakout rooms for 15 minutes, after which there will be a 10-minute large group discussion
2. **Explain** that using their phone, laptop, or resources links provided they will identify the housing access points for their county and fill in the table on **Handout: Locate Federally Funded Housing Connections.**
    a. **Identify** the Continuum of Care (CoC)
        i. Find the name of the local or regional CoC. **Share** suggested search terms are the county or city name and continuum of care.
        ii. How is it accessed?
        iii. Is there a newsletter?
    b. **Identify** the Coordinated Entry Access point in your county. **Share** that suggested search terms are County name and coordinated entry, homeless access point.
        i. How is it accessed? Is it a number to call, such as 2-1-1? Is it a website? A designated agency?
        ii. How are referrals made?
        iii. Are there meetings?
    c. **Identify** the Public Housing Authority/Authorities (PHA)
        i. Find the name of the PHA serving your area; city, county, state? **Share** suggested search terms are County/City

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name and public housing authority, County/City name and section 8, housing choice voucher, public housing waitlists.

ii. Programs listed should be Housing Choice Voucher/Section 8, public housing, project-based vouchers,55 affordable housing.
iii. Are waitlists open?
iv. How does an applicant apply?
v. Is there an alternative to online applications?

3. **Facilitate** a report out/large group discussion on what they found.

Note that they are locating the options available at that time. Driven by need and funding, what is available shifts rapidly. This is why newsletters, attending meetings and collaboration help an APS professional ensure accuracy in helping clients.

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Handout: Locate Federally Funded Housing Connections

Directions: Use this worksheet to look up federally funded housing access points in your county.

1. Identify the Continuum of Care (CoC)
    a. Find the name of the local or regional CoC.
    b. How is it accessed?
    c. Is there a newsletter?
2. Identify the Coordinated Entry Access point in your county. Share that suggested search terms are County name and coordinated entry, homeless access point.
    a. How is it accessed? Is it a number to call, such as 2-1-1? Is it a website? A designated agency?
    b. How are referrals made?
    c. Are there meetings?
3. Identify the Public Housing Authority/Authorities (PHA)
    a. Find the name of the PHA serving your area; city, county, state?
    b. Programs listed should be Housing Choice Voucher/Section 8, public housing, project-based vouchers, affordable housing.
    c. Are waitlists open?
    d. How does an applicant apply?
    e. Is there an alternative to online applications?

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Worksheet Table

Directions: Fill in each row based on what you find.

Resource	Name	Contact Info	What did you find?
Continuum of Care			
Coordinated Entry Access Point			
Public Housing Authority			
Additional Public Housing Authority (City?)			

4. Reflect and discuss the following questions after completing the worksheet:

    a. What was clearly identified?

    b. How can APS help a client enter this system?

    c. Is there an alternative to online applications?

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California Resources

Time Allotted: 55 minutes

Associated Objective(s):

- Summarize the complex system of affordable housing.
- Identify at least 3 resources available to use within one's APS practice.

Method: Lecture, Individual Reflection, Large Group Discussion

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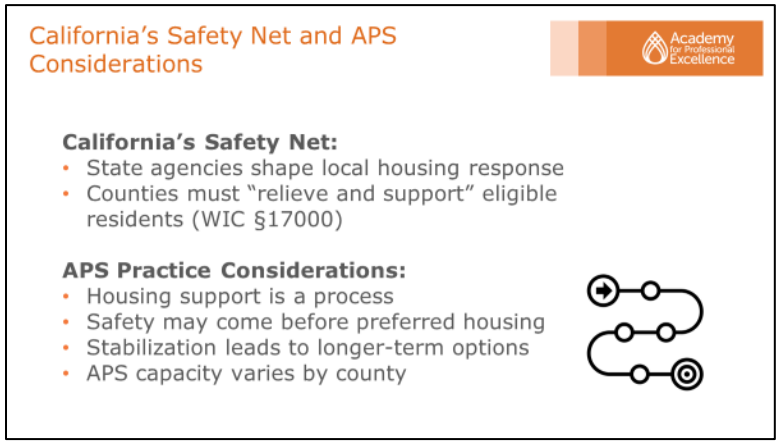
Slide #19: California's Safety Net and APS Considerations



Trainer note: this slide is animated, display sections one by one.

Share that federal programs provide much of the structure and funding for housing and homelessness services. In California, state agencies also play a major role in funding, coordinating, and shaping local housing responses. We will start with California Department of Housing and Community Development (HCD) because it administers major housing programs such as Home key, then look at California Interagency on Homelessness (Cal ICH) homelessness coordination role and then move to Home Safe as an APS-specific housing resource.

Share that California has a long-standing county safety-net responsibility for people who are poor, indigent, or incapacitated by age, disease, or accident. Welfare and Institutions Code § 17000 requires every county and city/county to "relieve and support" eligible residents when they are not supported through other means (Cal. Welf. & Inst. Code § 17000, 2025) (California Interagency Council on Homelessness, n.d.).

Share the following:

- Helping someone find affordable housing is often a **process**, not a single intervention.
- In many cases, APS may need to first help the client move toward a situation where they are safer and can meet their most basic needs.
- This first step may not be the housing situation the client ultimately wants. It may be temporary, imperfect, or difficult to accept.

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- The longer-term goal is to keep working toward a more stable and preferred housing situation when the client is willing and resources become available.
- Like many APS interventions, housing support may involve safety first, then stabilization, then longer-term options.
- APS capacity varies by county. Some counties may be able to work longer on housing-related issues, while others must focus on immediate safety planning and collaborate with partners who can provide longer-term housing navigation or case management.

Ask how we can help the client consider an interim option that increases safety while continuing to work toward a more stable and preferred housing situation?

Ask that they go to the **Handout: California Resources Reference Guide** to refer to during this section.

Remind the participants that resources change frequently, so always verify and collaborate.

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Handout: Reference Guide for California Housing and Homelessness Resources

California programs matter, but access is still local. APS usually works through county, city, provider, housing authority, Coordinated Entry, or county homeless services systems rather than state offices directly.

Resource	APS use or local doorway
California Department of Housing and Community Development (HCD)	State housing department. HCD supports affordable housing development, housing policy, grants and loans, homelessness programs, and state housing accountability. Not usually a direct client access point. Use HCD to understand state programs, funding, housing development, and official program information.
Project Roomkey / Homekey	Project Roomkey was California's COVID-era emergency hotel/motel shelter response. Homekey builds on that model by helping public entities and Tribal entities acquire, convert, or develop sites for interim or permanent housing for people experiencing or at risk of homelessness. Homekey is administered and monitored by HCD, but local sites are operated locally. APS professionals usually do not apply directly to Homekey for one client; instead, they should ask how referrals are made locally, which may involve Coordinated Entry, the CoC, county homeless services, a housing authority, or the site operator.
Public Housing Authorities in California	Local city, county, or regional agencies that administer HUD-funded housing programs in California, including Housing Choice Vouchers, public housing, and some project-based assistance. Check local PHA websites for waitlist openings, application portals, eligibility, reasonable accommodation procedures, portability, and contact information.
Coordinated Entry System	Local process used to assess people experiencing homelessness and connect them to available housing and services through the homelessness response

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	system. Each Continuum of Care is required to have a Coordinated Entry process, but the access point varies by community. It may be 2-1-1, another phone number, an online referral form, a shelter or access center, an outreach team, a county office, or a designated nonprofit. Coordinated Entry does not mean immediate housing; access depends on eligibility, prioritization, available resources, and local procedures. APS use: learn the local process, who can refer, what documentation is needed, and who can help an older adult or dependent adult navigate it.
County Homeless Services / Housing and Homelessness Office	County department, division, or lead office that may help coordinate homelessness response, housing initiatives, outreach systems, shelter contracts, local funding, Homekey-funded sites, and connections with the Continuum of Care. This office may not be the direct referral pathway for a client, but it can help APS understand how the local system is organized and who controls access. Use when Coordinated Entry, 2-1-1, or CoC information is unclear. Search the county name with terms such as "homeless services," "housing and homelessness," "homeless assistance," or "office of homeless solutions."
California Interagency Council on Homelessness (Cal ICH)	State-level body focused on coordination, Housing First guidance, homelessness planning, funding alignment, and statewide strategy. Not a client referral doorway. Useful for understanding state policy, funding streams, guidance, and how California coordinates homelessness response.
Home Safe	California housing support program for APS clients who are experiencing homelessness or at risk of homelessness. May support housing stability through flexible services such as housing-related case management, financial assistance, eviction prevention, landlord mediation, and deep cleaning when available locally. Access is through the county APS/Home Safe process. Availability, eligibility, covered costs, and approval steps vary by county.

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Key Considerations:

- State programs often create funding, policy, or housing capacity; local systems usually control applications, waitlists, referrals, and day-to-day access.
- County homeless services or housing/homelessness offices can be helpful system-navigation contacts, but their role varies significantly by county. Verify whether they provide direct assistance, oversee referrals, manage contracts, coordinate local programs, or simply connect callers to the appropriate provider.
- Verify current access points before giving information to clients. Programs, waitlists, funding, and referral pathways change frequently.
- Current information sources to verify: HCD, CDSS Home Safe, Cal ICH, HUD California/PHA pages, local CoC and Coordinated Entry pages, 2-1-1, and county/city housing or homelessness offices.

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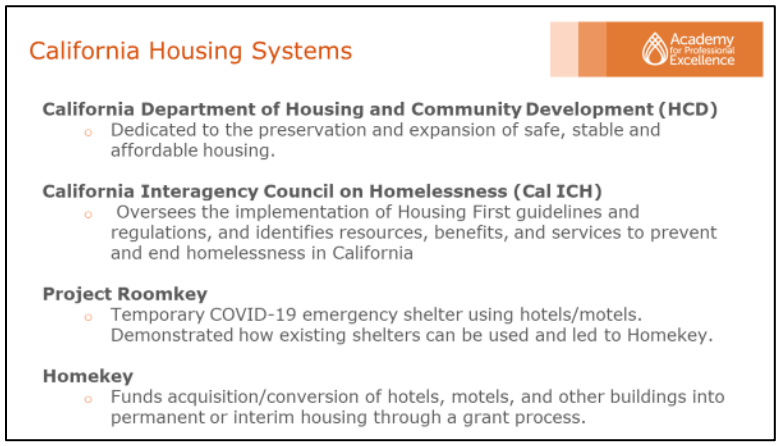
Slide #20: California Housing Systems



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Explain that before moving into direct client resources, we will briefly look at four statewide systems and initiatives that shape California's housing landscape. **Share** that these agencies influence funding, planning, policy, housing development, and statewide coordination, but APS professionals do not refer clients to these programs. Instead, they are implemented through agencies that we will also discuss.

Review the following:

- California Department of Housing and Community Development (HCD)
  - State housing department that funds and oversees affordable housing programs (including Homekey).
  - APS does not contact HCD directly; access to HCD-funded programs is local.
- California Interagency Council on Homelessness (Cal ICH)
  - Coordinates statewide homelessness strategy, funding alignment, and Housing First guidance.
  - APS uses Cal ICH only for context, not referrals.
- Project Roomkey
  - Temporary COVID-19 emergency shelter using hotels/motels.
  - No longer an APS referral pathway; relevant mainly as historical context.
- Project Homekey
  - Funds acquisition/conversion of hotels, motels, and other buildings into permanent or interim housing through a grant process.
  - APS does not apply to Homekey; access is through local providers or Coordinated Entry.

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These statewide systems shape the housing landscape, but APS line staff work through local access points. Knowing about HCD, Cal ICH, Roomkey and Homekey allows informed discussions and questions when seeing resources. There are links on the resource page for continued learning, but we will now look at the local CoC and Coordinated entry system.

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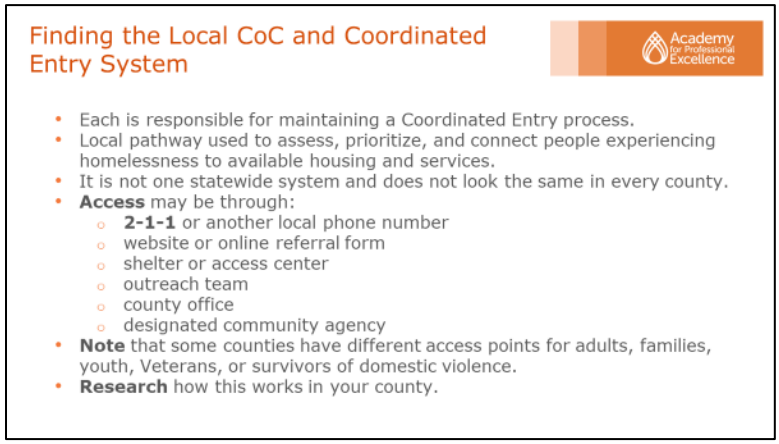
Slide #21: Finding the Local CoC and Coordinated Entry System



Trainer note: this slide is animated, display dot points one by one.

Explain that we will briefly revisit what was learned in Federal Resources about the Continuum of Care (CoC) and the Coordinated Entry System:

- Each Continuum of Care (CoC) is responsible for maintaining a Coordinated Entry process.
- Coordinated Entry is the local pathway used to assess, prioritize, and connect people experiencing homelessness to available housing and services.
- It is not one statewide system and does not look the same in every county.
- Access may be through:
    - **2-1-1** or another local phone number
    - website or online referral form
    - shelter or access center
    - outreach team
    - county office
    - designated community agency

Note that some counties have different access points for adults, families, youth, Veterans, or survivors of domestic violence.

Explain that APS professionals must research how the Coordinated Entry works in the client's county, who can make referrals, and what happens after assessment as well as what further documentation or linkage is needed.

Discuss that another way to locate and link to resources is to find your county homeless services or housing/homelessness office. It is not necessarily a direct referral pathway for a client, but it can help APS

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understand how the local system is organized and how current referral procedures are handled. Their role varies greatly by county so find it and contact them.

Share that to find it, search the county name with terms such as "homeless services," "housing and homelessness," "homeless assistance," "office of homeless solutions," or "Coordinated Entry." For example: "Kern County homeless services," "San Diego County office of homeless solutions," or "Santa Barbara County housing and homelessness." If the county page is unclear, also check 2-1-1 or the local Continuum of Care website for the current access point.

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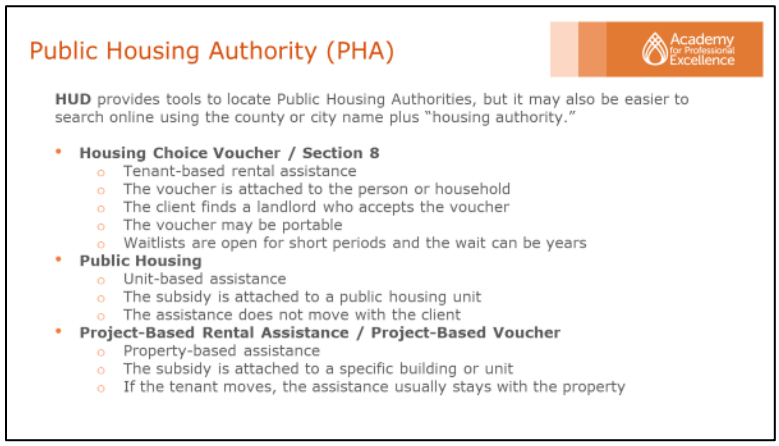
Slide #22: Public Housing Authority (PHA)



Trainer note: this slide is animated, display sections one by one.

Explain that public housing was discussed briefly in the federal section. HUD funds and regulates these programs, but they are accessed through local Public Housing Authorities, or PHAs. A PHA may serve a city, county, or region, and some areas have more than one housing authority.

Share that HUD provides tools to locate Public Housing Authorities, but it may also be easier to search online using the county or city name plus "housing authority," such as "Kern County Housing Authority" or "San Diego Housing Authority."

Review the breakdown of Public Housing and Section 8 Vouchers:

- Housing Choice Voucher / Section 8
  - Tenant-based rental assistance
  - The voucher is attached to the person or household
  - The client finds a landlord with a qualifying unit who accepts the voucher
  - Voucher may be portable to another PHA jurisdiction if program rules are met
  - Waitlists are typically open only for short periods.
  - Wait is often measured in years
- Public Housing
  - Unit-based assistance
  - Subsidy is attached to a public housing unit owned or managed by a PHA
  - If the tenant moves, the assistance generally does not move with them
- Project-Based Rental Assistance / Project-Based Voucher

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    - Property-based assistance
    - The subsidy is attached to a specific building or unit
    - If the tenant moves, the assistance usually stays with the property
- Income and rent basics:
    - HUD sets income limits by area and household size
    - PHAs use HUD income limits to determine eligibility
    - In many HUD programs, rent is based on income
    - Rent is commonly around 30% of the household's adjusted monthly income, depending on the program and local rules
    - For public housing, HUD explains that rent is generally calculated using formulas that typically requires 30% of monthly adjusted income

Explain that beginning an application often only requires simple information such as:

- Name and contact information
- Social Security number or eligible immigration information, when required
- Household size
- Income information
- Disability or accommodation needs
- Demographic information
- Additional documents will be requested later

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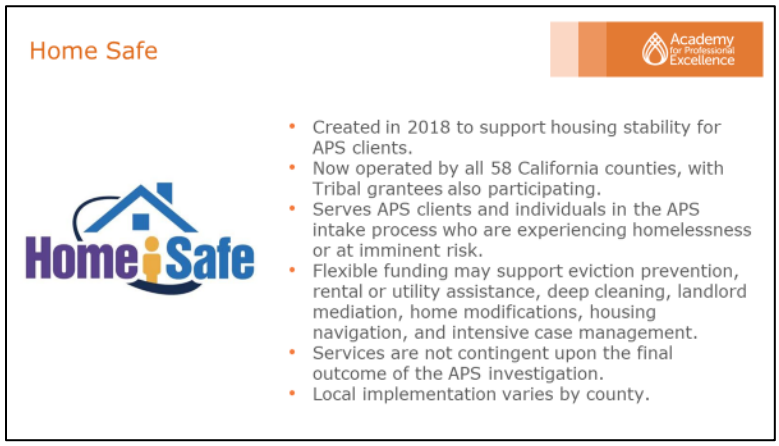
Slide #23: Home Safe



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Explain that Home Safe was created to support the safety and housing stability of adults involved with Adult Protective Services who are experiencing homelessness or are at imminent risk of homelessness.

- Home Safe was established as a pilot program to support county APS agencies in addressing homelessness and housing instability among older adults and dependent adults.
- This allows counties to provide flexible housing related intensive case management and to tailor services to local needs.
- Home Safe serves APS clients and individuals in the APS intake process who are experiencing homelessness or, are at imminent risk of homelessness.
- This funding is intentionally flexible in how it is used. Examples of allowable support can include (California Department of Social Services, n.d.):
    - Rental arrearages
    - Landlord mediations
    - Utility assistance
    - Mobile home repairs
    - Deep cleaning
    - Mobility-related home modifications such as grab bars
    - Other housing stabilization services.

Ask participants if they have used Home Safe funds in ways that are not listed and are they willing to provide examples?

Note that a recent evaluation of Home Safe found that the program helped address an important gap in homelessness prevention for older adults and

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adults with disabilities served through APS. The evaluation describes Home Safe as a flexible, short-term assistance program implemented by county APS agencies, often in partnership with other agencies or contracted providers. Home Safe has been vulnerable because it has not had stable ongoing funding. Counties rely on periodic, one-time allocations, which means future availability depends on state budget decisions and may vary year to year (UCSF Benioff Homelessness and Housing Initiative, 2026).

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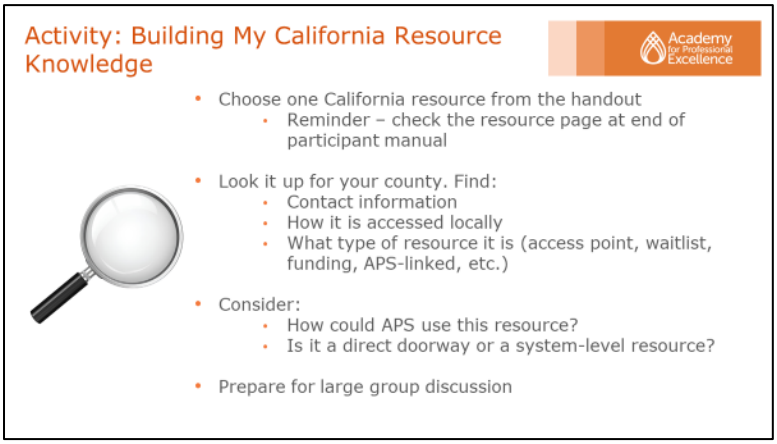
Slide #24: Building My California Resource Knowledge



Explain they will choose one California resource that was discussed and look it up for the county where you work, or for a county you frequently serve. Your goal is to identify whether this resource is a direct referral pathway, a planning/funding resource, or a partner system that APS should understand.

Activity: Building My Resource Knowledge (15 minutes)

Individual work with large group discussion

Instructions:

1. **Ask** that they access the **Handout: Building My Resource Knowledge**.
2. **Explain** they will work individually for 10 minutes after which there will be a 5 minute large group discussion.
    a. **Share** that earlier they looked up federally funded housing access points, and this activity shifts to California state resources, which operate differently and often serve as planning, funding, or coordination systems rather than direct referral pathways.
    b. **Ask** that they pick a California resource and look it up using their computer or phone.
    c. **Have** them search their county for the resource they choose to find:
        i. Contact information
        ii. What type of resource it is; funding, access point, waitlist.
        iii. Determine how it could be utilized for a client
3. **Facilitate** a report out and large group discussion on what they found using these questions:

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   a. What resources did you look up?
   b. Was it a direct client doorway or a system resource?
   c. What did you learn that APS can use?
   d. What remains unclear?
   e. What would your next step be?
4. **Summarize** the key points and ask if anyone has anything to add.

Share that California resources can look very different from county to county. Some are direct access points, like a local Housing Authority or a county Home Safe process. Others, like HCD or Cal ICH, are more about funding, planning, coordination, and understanding of the system. APS does not need to memorize every program. What helps is knowing what exists locally, who to call, what to ask, and how to build relationships before a crisis happens. The strongest housing advocacy often starts before the emergency by building a local map of partners, contacts, and referral pathways APS can use when clients need help.

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Handout: Building My Resource Knowledge

Use the California housing resources reviewed to identify what the resources look like locally. Some are direct access points, like a local Housing Authority, Coordinated Entry process, county Home Safe process, or county homeless services/housing office. Others, like HCD or Cal ICH, are more about funding, planning, coordination, and understanding of the system.

Instructions:

1. Choose one resource below and look it up for the county where you work, or a county you frequently serve.
2. Identify if it is a direct client access point.
3. Identify the local doorway.

Resource Looked Up

- California Department of Housing and Community Development (HCD)
- Project Roomkey / Project Homekey
- Public Housing Authority (PHA)
- Coordinated Entry System
- County Homeless Services / Housing and Homelessness Office
- California Interagency Council on Homelessness (Cal ICH)
- Home Safe
- Low Income Housing Tax Credit (LIHTC) Apartment

1. County and Resource

- County searched:

2. What Did I Find?

- Website, agency, or contact found:
- Phone/email/contact person, if available:
- How is this resource accessed locally (phone, website, referral, walk-in, outreach, 2-1-1, county office, or provider)?
- If this is a county homeless services/housing office, what does it clarify (Coordinated Entry, Homekey sites, shelter/outreach providers, contracts, or referral procedures)?

3. What Type of Resource Is This?

- Direct client referral/access point
- Housing application or waitlist
- APS-linked program
- County/state planning or funding resource
- Local system navigation or referral coordination resource
- Housing development/resource information

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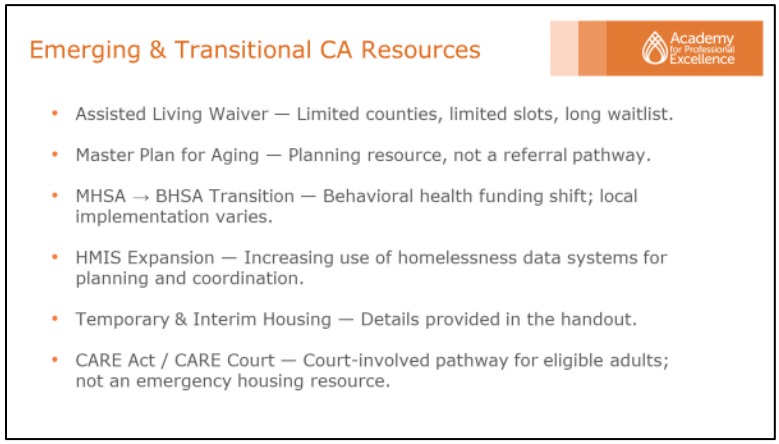
Slide #25: Emerging & Transitional California Resources



Explain that before moving into resources for special populations, there are a few California systems and resources worth knowing about. These are not direct referral pathways, rather they are currently evolving systems that can help APS professionals understand the larger California housing, homelessness, behavioral health, aging, and long-term care landscape.

Some of these resources are included on the resource page so participants can explore them later and build a fuller understanding of what is happening in California housing and homelessness services.

- Assisted Living Waiver: May help some Medi-Cal-eligible older adults or adults with disabilities receive care in an assisted living setting rather than a nursing facility. However, it is limited to participating counties, participating facilities, available waiver slots, and waitlists.
- California Master Plan for Aging: A statewide planning framework, not a direct referral source. It helps APS professionals understand California's policy direction around aging, disability, housing, caregiving, health, and long-term services and supports.
- MHSA to BHSA: California is transitioning from the Mental Health Services Act to the Behavioral Health Services Act. BHSA replaces MHSA effective July 1, 2026, and local implementation will vary by county.
- HMIS / homelessness data systems: Homelessness data systems are becoming more important for planning, coordination, funding, and measuring outcomes. HMIS is generally connected to local Continuums of Care and homelessness service systems.

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- Temporary and interim housing resources: These vary significantly by community. For today's training, more detailed information is included in the handout titled *Temporary and Interim Housing Resources*.
- CARE Act / CARE Court: California's CARE Act creates a court-involved pathway for eligible adults with schizophrenia spectrum or other qualifying psychotic disorders who are not stabilized in voluntary treatment. CARE plans may include housing supports, but CARE is not an emergency housing program and does not guarantee immediate housing. APS should verify the local county process, including who can file or support a petition, how Behavioral Health is involved, and how housing planning occurs.

Explain that these resources are included for foundational understanding and future reference. The key is knowing that California's housing and service systems continue to change, and this will help APS professionals know where to look for updated information.

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Handout: Temporary and Interim Housing APS Practice Resources

Temporary and interim housing resources vary by community. Names, eligibility rules, length of stay, fees, and referral pathways are not the same everywhere. APS professionals should verify local requirements before making referrals.

Resource	What it may provide	APS Considerations
Emergency shelters	• Temporary shelter for people experiencing homelessness. • Some operate overnight only; others also provide daytime services. • Services may include a bed, meals, showers, laundry, case management, housing navigation, or benefits connection. • In California housing law, emergency shelter is generally defined as housing with minimal supportive services. • Occupancy is generally limited to six months or less, and individuals cannot be denied emergency shelter because of inability to pay.	• Verify entry process, hours, curfew, ID requirements, accessibility, and whether beds are available. • Ask what happens during the day if it is overnight-only.
Day shelters / drop-in centers	• Daytime services for people experiencing homelessness. • May include meals, showers, restrooms, laundry, mail, charging stations, computers, benefits assistance, case	• Not every community has a separate day shelter. • Some communities use access centers, navigation centers, outreach teams, or

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	management, housing navigation, and referrals.	community-based providers instead.
Transitional housing	• Temporary housing with supportive services to help people move toward permanent housing. • Under HUD homelessness programs, transitional housing may provide housing and services for up to 24 months.	• Eligibility, referral pathways, program expectations, fees, and length of stay vary. • Ask whether the program is appropriate for the client's needs and risks.
Rapid re-housing	• Help people experiencing homelessness move into permanent housing quickly. • Usually includes short- or medium-term rental assistance and supportive services.	• Not the same as Section 8 or permanent long-term rental assistance. • Access depends on local homelessness response system, funding, eligibility, and availability.

Specialized Residential or Shelter Programs

Some communities also have specialized residential or shelter programs connected to specific systems. These programs often have specific eligibility rules, referral processes, funding sources, length-of-stay limits, and service expectations.

Examples	What APS should verify
• Domestic violence services • Substance use treatment or recovery housing • Reentry housing • Crisis residential or mental health treatment programs • Medical respite or recuperative care • Older adult or disability-focused shelters, when available locally	• Who can refer and what consent is needed? • What documentation is required? • What are the length-of-stay and participation rules? • What happens if the client cannot meet program expectations? • What is the next step after the temporary placement?

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Practice Reminder: Temporary Safety Can Be a Small Win

Finding permanent housing is often a process. APS may first help the client move toward a safer temporary or interim option while longer-term housing options are pursued. Helping someone get to a safer place temporarily is risk reduction and a small win.

Questions Before Making a Referral

- Is the program accessible for mobility, medical, cognitive, or sensory needs?
- Are there age limits, household restrictions, curfews, or participation requirements?
- Are service animals, pets, caregivers, partners, belongings, medications, or medical equipment allowed?
- What referral, documentation, or consent is required?
- What is the next step after the temporary placement?

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Resources for Populations Requiring Tailored Approaches

Time Allotted: 20 minutes

Associated Objective(s):

- Identify at least 3 resources available to use within one's APS practice.
- Compare general homelessness resources with resources designed for populations requiring tailored approaches.

Method: Lecture, Large Group Discussion

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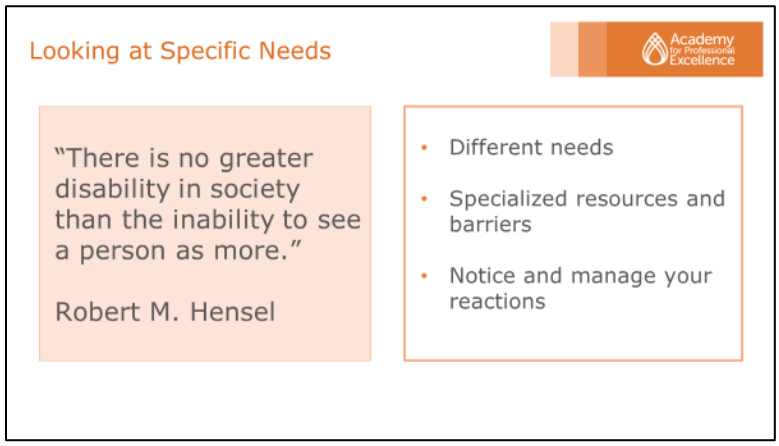
Slide #26: Looking At Specific Needs



Ask someone to read the quote by Robert M. Hensel, an author and leading figure in within the disability community, "There is no greater disability in society than the inability to see a person as more." Invite participants to take a quick moment to reflect on what feelings this quote brings up for them.

Explain that within every population are populations with different needs, barriers, risks, and eligibility pathways. This is also true for people experiencing homelessness or housing instability. **Share** the following:

- Some clients may qualify for tailored resources because they are Veterans, older adults, people with disabilities, people living with mental illness, or people involved with the criminal justice system.
- This section focuses on specialized housing-related resources and barriers for those groups.
- It is important to notice our own reactions. Some client circumstances may stir up bias, fear, frustration, or assumptions.
- Our responsibility is not to pretend those reactions never happen, but to recognize them, examine them, and manage them so we can continue to see the person as more than the label or barrier in front of us.

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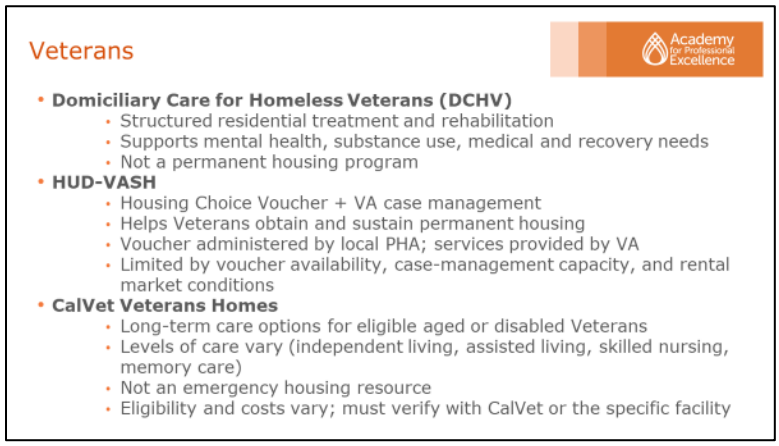
Slide #27: Veterans



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Explain that Veterans may have access to specialized housing and residential support programs. These resources are not all the same type of housing support. Some are treatment-focused, some are permanent housing-focused, and some are long-term care options. Links to these programs are included on the resource page.

Review the following Veteran resources:

- Domiciliary Care for Homeless Veterans (DCHV) is a structured residential treatment and rehabilitation program for eligible Veterans.
    - It may provide support related to mental health, substance use, medical needs, psychosocial needs, recovery, and community reintegration. It is not permanent housing.
- HUD-VASH combines HUD Housing Choice Voucher rental assistance with VA case management and supportive services for eligible Veterans experiencing homelessness.
    - The purpose is to help Veterans obtain and sustain permanent housing while also connecting them to VA services that support housing stability.
    - The voucher is administered through a local Public Housing Authority, while case management and clinical or supportive services are provided through the VA.
    - HUD-VASH is one of the best housing resources for eligible Veterans experiencing homelessness, but it is limited by voucher availability, VA case-management capacity, local referral processes, and the rental market.

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- CalVet Veterans Homes provide affordable long-term care to eligible aged or disabled Veterans, as well as eligible spouses and domestic partners.
    - California has eight Veterans Homes. Services and levels of care vary by location and may include independent living, residential care or assisted living, skilled nursing, or memory care. Not every facility offers every level of care and this is not an emergency housing solution.
    - Applicants generally must be Veterans who are California residents and are age 55 or older, homeless, or disabled, with medical coverage and qualifying military discharge status. Eligibility should always be verified with CalVet or the specific Veterans Home.
    - CalVet Veterans Homes are intended to be affordable long-term care options. Costs are generally based on a percentage of the resident's income and level of care, rather than a standard private-pay rate. However, eligibility, availability, level of care, and final cost should be verified directly with CalVet or the specific Veterans Home.
    - The spouses of Veterans may also be eligible.

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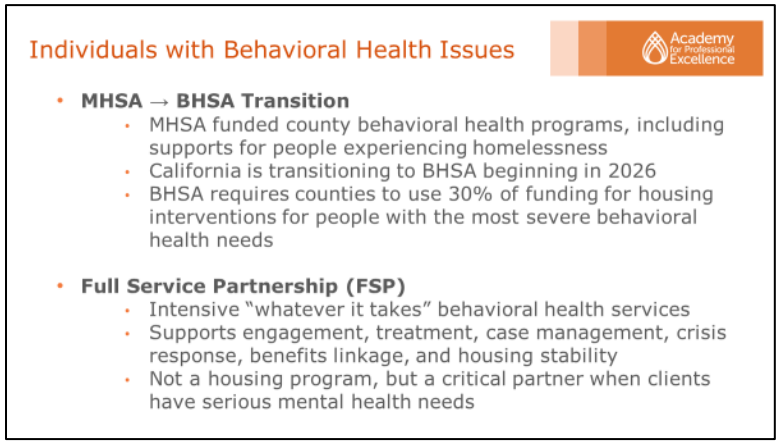
Slide #28: Individuals with Behavioral Health Issues



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Explain that behavioral health programs may be important housing-stability partners when a client is experiencing homelessness or housing instability and also appears to have serious mental health needs. These programs do not replace housing resources, but they may help with outreach, engagement, treatment, case management, benefits linkage, housing navigation, and stabilization.

Review the following:

- California's Mental Health Services Act (MHSA) passed in 2004 and is funded by a 1% tax on income over $1 million. It supports county behavioral health programs, including services for people experiencing homelessness or at risk of homelessness.
    - California is now transitioning from MHSA to the Behavioral Health Services Act, or BHSA, as part of Proposition
    - Beginning in 2026, BHSA changes how county behavioral health funding is organized and 30% of county BHSA funding allocations must be used for housing interventions for those with the most severe behavioral health needs who are experiencing homelessness or are at risk of homelessness.
- Full Service Partnership, or FSP, programs provide intensive "whatever it takes" behavioral health services for people with the most complex needs.
    - FSP programs may help with engagement, treatment, case management, crisis support, benefits connection, and housing stability.

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- FSP is not a housing program but it can be an important partner when a client has serious mental health needs and difficulty maintaining housing.

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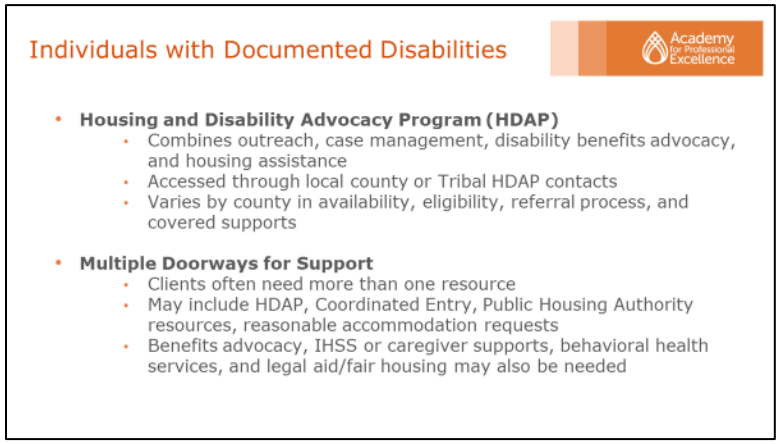
Slide#29: Programs for Individuals with Documented Disabilities



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Explain that we will focus on the Housing and Disability Advocacy Program (HDAP) because it is administered through California's social services and housing programs.

Review that HDAP:

- Serves people experiencing homelessness or at risk of homelessness who are likely eligible for disability benefits.
- Combines:
  - Outreach
  - case management
  - disability benefits advocacy
  - housing assistance
  - Is accessed through local county or Tribal HDAP points of contact.
  - Varies by county in availability, eligibility, referral process, and covered supports.
  - Please refer to the resource page for the link.

Explain that for clients with disabilities, housing support often requires more than one doorway. APS may need to combine HDAP, the local Coordinated Entry process, Public Housing Authority resources, reasonable accommodation requests, benefits advocacy, IHSS or caregiver supports, behavioral health services, and legal aid or fair housing support.

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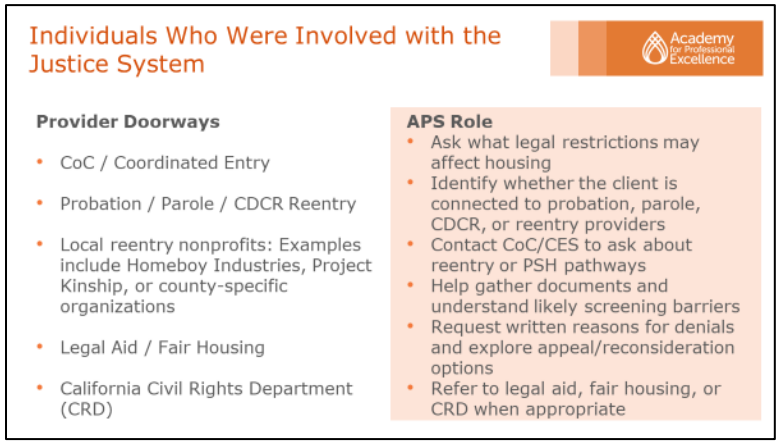
Slide #30: Individuals Who Were Involved With the Justice System



Explain that a history of incarceration, probation and parole, criminal convictions, or registration requirements can create major housing barriers years after their occurrence. Additionally older adults may have difficulty navigating systems after institutionalization.

Note that Housing First reduces some barriers in state-funded homelessness programs, but it does not eliminate all screening, eligibility, safety, or legal restrictions. Individuals may still be denied housing because of criminal history, landlord policies, registration restrictions, parole/probation conditions, or perceived risk.

Provider resource doorways APS professionals can check:

- CoC / Coordinated Entry: Ask whether there are reentry-specific housing resources.
- Probation / Parole / CDCR Reentry: If the client is on parole or recently released, ask whether they are connected to a reentry program. Availability may vary.
- Local Reentry Nonprofits: Search for local community-based reentry providers. Examples may include agencies like Homeboy Industries, Project Kinship, or similar county-specific organizations.
- Legal Aid / Fair Housing: Use when a client is denied housing, needs help understanding screening policies, or may need an appeal/reconsideration. For any denial request the policy or report used to deny the application.
- California Civil Rights Department (CRD): Contact when housing discrimination is suspected. This was formerly known as Department of Fair Employment and Housing (DFEH). Phone: 800-884-1684.

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Explain what APS professionals can do:

- Ask what legal restrictions may affect housing.
- Identify whether the client is connected to probation, parole, CDCR, or a reentry provider.
- Contact CoC/CES to ask about reentry or PSH pathways.
- Help the client gather documents and understand likely screening barriers.
- If denied, help request written reasons, screening policies, and appeal/reconsideration options.
- Refer to legal aid, fair housing, or CRD when appropriate.

Note that APS cannot remove every barrier, but can help the client understand denials, connect with the right partners, request reconsideration when appropriate, and identify the next realistic step.

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Slide #31: Individuals Who Are Required to Register as Sex Offenders

Remind participants that implicit and explicit bias were explored in Workshops #1. People who are required to register as sex offenders and who are also unhoused or housing insecure often experience multiple layers of stigma and exclusion. We may also bring our own reactions, concerns, fears, or professional experiences when we hear the term "registered sex offender."

Explain that individuals required to register may experience:

- High risk of homelessness due to stigma, limited supports, and legal restrictions
- Restricted housing options based on probation/parole terms, registration requirements, landlord screening, or local rules
- Family members may be unable or unwilling to house the person due to safety concerns, tenancy/HOA rules, or community reaction.

Explain that APS should clarify:

- Whether the client is on probation or parole
- What residence restrictions apply
- Whether the person is required to register under Penal Code 290

Briefly explain why 290 status matters:

- Individuals must register annually, or every 30 days if transient
- Restrictions vary case-by-case and may affect where they can live or who they can live with

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- Housing providers may still refuse even when a location is legally allowable

Discuss that California uses a Tiered Registration system, with required registration ranging from 10 years to lifetime.

Note that APS professionals can help the client connect with legal aid, the public defender's office, reentry legal services, or the county court self-help center to explore whether tier relief, a Certificate of Rehabilitation, or another legal option is available.

Remind the participants that APS professionals are encouraged to use consultation and professional support when working with any client situation that activates strong reactions. This is part of ethical practice and connects back to the Personal Self-Care Plan discussed in Workshop #2.

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Service Planning and Collaboration

Time Allotted: 25 minutes

Associated Objective(s): Discuss how to stay connected and collaborative within a changing system of services.

Method: Individual Worksheet, Large Group Discussion

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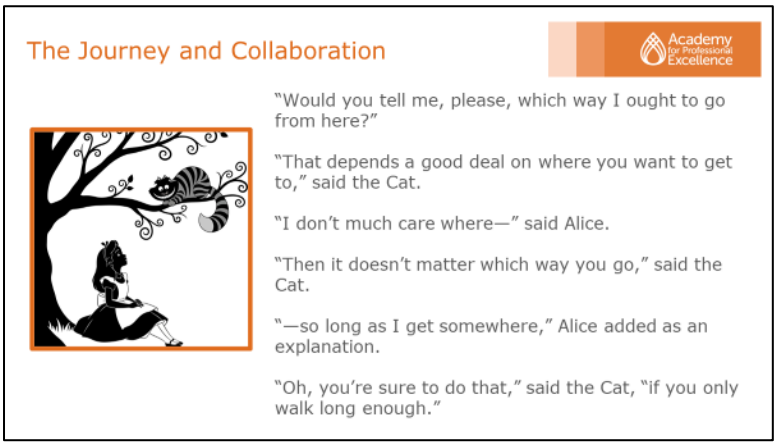
Slide #32: The Journey and Collaboration



Ask someone to read the quote from Alice in Wonderland:

> "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 that one of the most important things for APS professionals to remember is that housing advocacy often involves a journey we cannot fully predict. We may not know how long it will take, who we can join forces with, or which door will open.

Explain that at the beginning of this workshop, we talked about the difficult journey of helping older adults find safe, affordable, and realistic housing options. There is also a larger journey underway. California and the nation are continuing to respond to the need for affordable housing, homelessness, aging, disability, behavioral health, and long-term care as interconnected crisis-level issues. Programs change. Funding changes. Waitlists open and close. New initiatives are created, and some older ones fade into the background.

Remind participants that this workshop series cannot predict every path that will develop. What it can do is help APS professionals build a way of thinking:

- Identify the client's immediate safety and housing needs,
- Understand the local systems that may help,

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- Build relationships with community partners,
- And keep learning as resources change.

Share that collaboration gives the journey more direction.

- When APS already knows the local Housing Authority contact, the Coordinated Entry access point, the Home Safe process, the behavioral health liaison, the shelter partner, or the legal aid contact, we are not navigating things alone
- We are helping the client move through a difficult and often fragmented system. For our last activity we will look at the power of collaboration.

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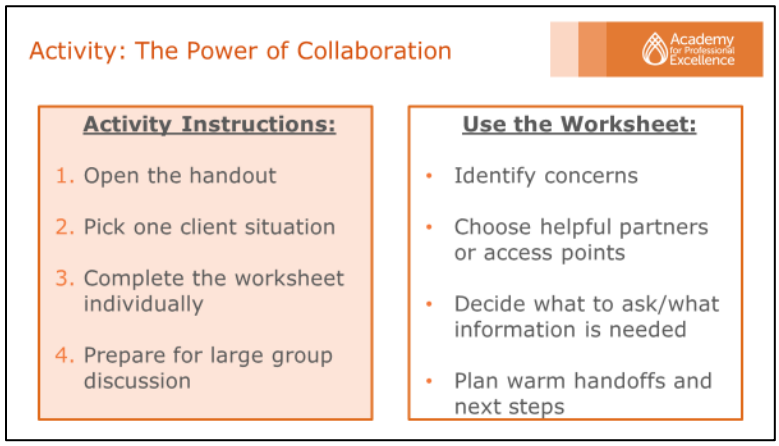
Slide #33: The Power of Collaboration



Discuss how housing advocacy is rarely solved by APS alone. Use the **Handout: The Power of Collaboration** to identify what concerns you notice, which resources or partners may be relevant, who you would contact first, what you would ask, and what the next realistic step may be.

Activity: The Power of Collaboration (20 minutes)

Individual Worksheet with large group discussion

Instructions:

1. **Ask** participants to locate the **Handout: The Power of Collaboration.**
2. **Explain** they will pick one of two scenarios and use it to fill out the worksheet.
3. **Explain** they will have ten minutes to do this, after which there will be a large group discussion for ten minutes.
4. **Review** the contents of the worksheet:
    a. List the top concerns
    b. What resources discussed in workshop might be helpful
    c. What questions would you ask?
    d. Consider what information is needed before contacting anyone.
    e. Encourage them to consider what makes a good warm handoff.
    f. Think of what next steps they would take.
5. **Facilitate** a report out/large group discussion on what they found.
6. **Summarize** key points.

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Handout: The Power of Collaboration

Instructions

Choose one client situation. Use the resources discussed so far to identify concerns, choose possible partners or access points, and decide what you would do next.

Choose One Client Situation

Situation 1: Severe Hoarding and Utility Shut Off	***Situation 2: Long-Term Homelessness***
An older adult male lives alone and has a severe hoarding issue. The home is cluttered to the point that movement through the house is difficult and safety is a concern. His gas and electricity have been shut off. He has little to no support system, no close relationships. He will only talk at the door and if he becomes overwhelmed when discussing possible changes quickly shuts the door. He does not appear able to resolve the utility, safety, and housing concerns without significant support.	An older adult has been unhoused for many years. They have had long periods of sheltered and unsheltered homelessness, They frequently lose contact with providers and have difficulty following through with appointments, paperwork, or referrals. Their thinking appears disorganized, and they seem unable to consistently meet basic needs. There are concerns about serious mental illness, cognitive impairment, substance use, or some combination of these issues.

List the top three concerns

1.
2.
3.

Which contacts/resources discussed might be useful?

1.
2.
3.

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When contacting them what would I ask?

☐ Is this the correct access point?

☐ Is the client potentially eligible?

☐ What services or supports can you provide?

☐ What documents or information are needed?

☐ Can APS make the referral?

☐ Does the client need to call directly?

☐ Is a release of information needed?

☐ Is there an urgent process?

☐ Who follows up after the referral?

☐ If this is not the right resource, who should I contact next?

Any other questions to ask?

What information do I need before reaching out?

☐ Client name, DOB, and contact/location information

☐ Current housing status

☐ Immediate safety concerns

☐ Income and benefits

☐ Utility status

☐ Eviction or landlord concerns

☐ Medical, cognitive, behavioral health, or functional concerns

☐ Current or previous service providers

☐ Client's willingness to accept help

☐ Releases of information

☐ Barriers such as no phone, no transportation, pets, mobility limits, lost documents, paranoia, memory loss, substance use, refusal, or safety concerns

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Reflection Questions:

If appropriate, what would a good warm handoff include?

What is the next realistic step?

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Wrap Up

Time Allotted: 15 minutes

Associated Objective(s): Summarize the complex system of affordable housing.

Method: Large Group Discussion, Reflection

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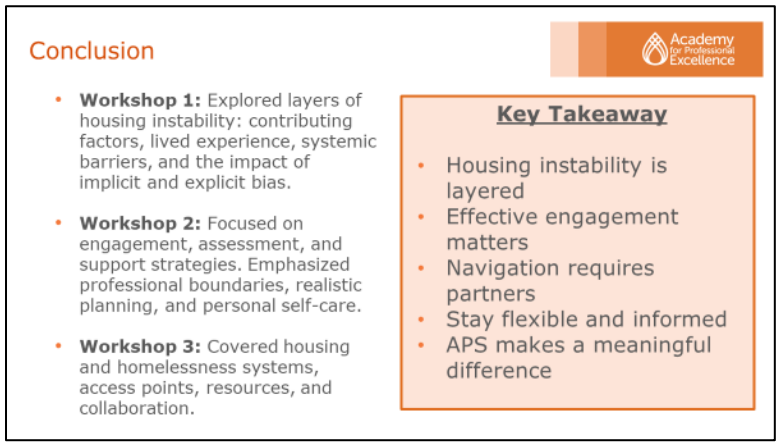
Slide #34: Conclusion



Share that as APS policies, procedures, programs, and community resources change, the need to stay informed remains constant.

Explain that this three-part series was designed to provide APS professionals with a framework for understanding housing instability among older adults, responding to APS cases involving housing concerns, and identifying resources and collaboration strategies that may help clients move toward greater safety and stability.

- Workshop #1: Housing Instability: Examining the Layers
  Explored the layers of housing instability and homelessness among older adults, including contributing factors, lived experience, systemic barriers, and the role of implicit and explicit bias.
- Workshop #2: Housing Instability: Engagement, Assessment and Support
  Focused on practical APS engagement, assessment, and support strategies when working with clients experiencing housing instability or homelessness. This workshop also emphasized professional boundaries, realistic service planning, and the development of a personal self-care plan.
- Workshop #3: Housing Instability: APS Navigation, Resources, and Collaboration.
  Provided an overview of complex housing and homelessness systems, including federal, state, and local resources. This workshop focused on helping APS professionals identify access points, understand resource limitations, strengthen collaboration, and support clients in navigating the next realistic step.

Explain that housing instability is not solved by one workshop, one program, or one agency. But APS professionals can make a meaningful

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difference by understanding the layers, engaging clients with respect, assessing realistic options, building strong collaborations, and staying informed as resources continue to change.

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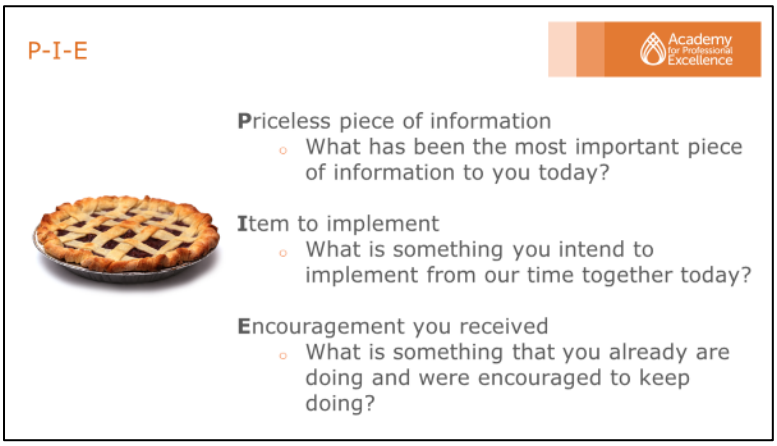
Slide #35: P-I-E



Activity: P-I-E (7 minutes)

Individual and Large Group Discussion

Instructions:

1. **Ask** participants to take 2-3 minutes and individually answer the following questions in their participant manuals when reflecting on today's training:
    a. P – Priceless piece of information. *What has been the most important piece of information to you today?*
    b. I – Item to implement. *What is something you intend to implement from our time today?*
    c. E – Encouragement I received. *What is something that I am already doing that I was encouraged to keep on doing?*
2. **Ask** for volunteers to share a few from each category.
    a. Optional debrief questions:
        i. What were some of the key words that you heard while you shared?
        ii. What were the common themes that kept coming up?
        iii. What would it mean for APS if we implemented the things on your PIE?

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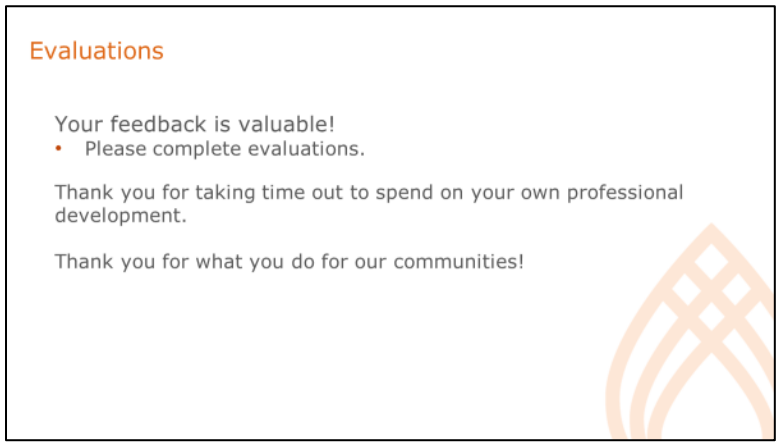
Slide #36: Evaluations



Provide information on how to complete evaluations.

Thank participants for taking time out of their day for their own professional development and dedication to support older adults and adults with disabilities.

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Resources

These resources were live as of June 2026. Resources change rapidly and should be reviewed and updated.

- California Department of Housing and Community Development
  - The California Department of Housing and Community Development (HCD) is dedicated to the preservation and expansion of safe, stable and affordable housing so more Californians have a place to call home. HCD works to ensure an adequate supply of housing for Californians and promotes the growth of strong communities through its leadership, policy, and program development.
- California Interagency Council on Homelessness (Cal ICH)
  - The California Interagency Council on Homelessness oversees the implementation of Housing First guidelines and regulations, and identifies resources, benefits, and services to prevent and end homelessness in California.
- Find a Grantee - HUD Exchange
  - This tool can be used to identify the Continuum of Care and CoC-related contacts for a state or region. After locating the CoC or contact, verify the local Coordinated Entry access point directly through the CoC, lead agency, 2-1-1, or other phone number used, or local homelessness services website.
- Award Dashboard | California Department of Housing and Community Development
  - The Homekey Awards Dashboard tracks progress for projects supported by Homekey Rounds 2 and 3 (December 2021 to date).The dashboard also includes information on the geographic distribution of awards and homes, housing types (e.g., hotels/motels or modular housing), and funding recipients.
- CDSS — Housing and Disability Advocacy Program (HDAP):
  - HDAP helps eligible people who are experiencing homelessness or at risk of homelessness and are likely eligible for disability benefits by providing outreach, case management, disability benefits advocacy, and housing assistance. Access, eligibility, and services vary by county, so APS should verify the local HDAP contact and referral process.
- Domiciliary Care for Homeless Veterans Program - VA Homeless Programs
  - DCHV is a possible referral when a Veteran needs structured residential treatment and housing stabilization support for

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mental health and substance use issues. It is not permanent housing.

- LIHTC Low Income Housing Tax Credit
  - This site can be used (search is at the bottom to locate rental housing supported by the LIHTC and getting information that can be used to screen possible rentals and contact them. *Be aware there are always wait lists.*
- Master Plan for Aging
  - California Master Plan for Aging: Statewide policy framework focused on making California more age- and disability-friendly. Not a direct referral resource, but useful for understanding how housing, aging, health, caregiving, and long-term services are connected.
- Participating Care Coordination Agencies | DHCS
  - List of agencies to contact in order to begin the process of getting an Assisted Living Wavier.
- U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Program - VA Homeless Programs
  - A joint HUD and VA program that combines Housing Choice Voucher rental assistance with VA case management and supportive services for eligible Veterans experiencing homelessness. HUD-VASH can help Veterans obtain and maintain permanent housing, but access depends on eligibility, referral pathways, voucher availability, and local VA/PHA coordination.
- Welcome to the Veterans Homes of California
  - The Veterans Homes of California offer affordable long-term care to aged and disabled veterans as well as their eligible spouses and domestic partners. There are eight facilities across the state and they offer services ranging from independent living programs with minimal support to 24/7 skilled nursing care.
- Housing and Disability Advocacy Program
  - Serves people experiencing homelessness or at risk of homelessness who are likely eligible for disability benefits.
- Preventing Homelessness Among People Leaving Prisons and Jails - HUD Exchange
  - HUD has resources focused on preventing homelessness among people leaving prisons and jails. These are not direct client applications, but may help APS identify system partners.

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