APSWI
Adult Protective Services
Workforce Innovations

Housing Instability: APS Navigation, Resources, and Collaboration

Instructor Led Training

We create experiences that transform the heart, mind and practice.

Academy for Professional Excellence

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About Us

Academy for Professional Excellence | APSWI Adult Protective Services Workforce Innovations

Providing approximately 50,000 learning experiences to health and human services professionals annually, the Academy's mission is *to provide exceptional workforce development and learning experiences for the transformation of individuals, organizations and communities.*

APSWI, or Adult Protective Services Workforce Innovations, is a program of the Academy that provides innovative workforce development to APS professionals and their partners.



San Diego State University

SDSU College of Health and Human Services School of Social Work

The Academy for Professional Excellence is a project of SDSU School of Social Work. Funding is administered by SDSU Research Foundation.

SDSU Research Foundation

Purpose of Land Acknowledgement



The purpose of a land acknowledgement is to recognize the relationship of Indigenous peoples to the land. It is multi-faceted in it's 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.

Land Acknowledgement

National Deliveries

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 and its original inhabitants of this Nation.

Making a statement isn't enough. It is important that we share ways people can take action to support Native American people and land back efforts. This can involve researching and learning more about the indigenous communities of the lands you are on at Native Land Digital; returning artifacts and land to their appropriate tribal communities; working to protect and preserve the land, and much more.

For more information and resources, see our Land Acknowledgement page.

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Housekeeping

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Technology



Agenda



Agreements

Prepare to Engage

Introductions

1. Which Workshop(s) have you attended?
    A. Workshop 1: Examining the Layers
    B. Workshop 2: Engagement, Assessment, and Support
    C. Both Workshop 1 & 2
    D. Did not attend either Workshop
    E. Cannot Remember

2. What is one challenge you have encountered, or anticipate encountering, when working with clients experiencing housing instability?
    A. Lack of available housing resources.
    B. Complex medical, behavioral health, or cognitive concerns
    C. Difficulty knowing who to contact or how to refer
    D. Other / not sure

Course Goals



- Build on concepts from Workshops 1 and 2
- Strengthen APS practice when supporting clients experiencing housing instability
- Understand how affordable housing systems function
- Learn strategies to help clients navigate housing and related resources
- Prepare for collaboration within a changing system of services

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.

Affordable Housing and Tilting at Windmills

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

Miguel de Cervantes Saaverdra

Key realities APS Professionals face:

- Eligibility rules and waitlists
- Documentation barriers
- Shifting funding priorities
- Slow or uncertain progress

Supporting Hope without Overpromising

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Cannot guarantee housing, but can help:

- Identify risk
- Clarify options
- Coordinate with partners
- Work toward the next realistic step

APS practice in challenging systems:

- Explore options
- Collaborate across systems
- Document clearly
- Use consultation and self-care
- Focus on steps

US Department Of Housing and Urban Development (HUD)



- Made a cabinet level agency in 1965 by President Lyndon B. Johnson
- Homelessness not originally part of HUD's mission
- Focus was to coordinate the federal government's response to urban housing and community development concerns
- HUD became the primary federal agency responsible for administering federal housing programs
- Responsible housing and homeless programs under the McKinney Vento act

The McKinney-Vento Act

- The purpose of the Act was to:
  - Improve coordination of federal resources and programs; and
  - Provide funding for programs.
  - Establish the Interagency Council on Homelessness (USICH) (suspended in 2025)

- Created the foundation for the federal response to homelessness, including the idea that homelessness requires coordination across systems



Continuum of Care (COC)

- Maintaining the Homeless Management Information System (HMIS) - 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 (PIT Count)
- Estimating the number and needs on a given night to identify service gaps, local priorities, and funding needs

Coordinated Entry System

- Local process used to assess people experiencing homelessness and connect them to available housing and services.

- The access point may look different by county:
  - Use 2-1-1 , or another number
  - Use outreach teams, some use shelter access points
  - Use online referrals, and some use multiple access points

- **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?

- Does not mean immediate housing, it means the person is being assessed and connected to the local system.

Public Housing

- Federally funded through HUD and administered locally through Public Housing Authorities (PHA).
- PHAs may be city, county, regional, or local agencies.
- Waitlists are often long, and availability varies significantly by community.

Housing Choice Voucher Program (Section 8):

- Tenant-based rental assistance program.
- 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.
- Applications are made through the local Public Housing Authority.
- HUD develops income limits using area median income and fair market rent area definitions.

Low Income Housing Tax Credit (LIHTC)

- LIHTC uses tax credits to encourage private investment in affordable rental housing.
- LIHTC rents are generally based on HUD Area Median Income calculations for the community.

- **On the LIHTC Database page:**
  - Scroll to the search area and select:
    - State
    - City or county
    - Search radius, if helpful
  - Open Targeting and HUD Subsidy:
    - Select options such as:
      - Targeted to Elderly
      - Targeted to Disabled
  - Click Retrieve Project Data.



A Waitlist is Not Housing



- These programs matter, but they are not immediate solutions.
- The APS professional can understand the pathways, help clients stay connected, and pursue multiple options at the same time.
- APS can help clients stay connected to the process.
- Support may include documents, updated contact information, reasonable accommodation, and follow-up.

Locate Federally Funded Housing Connections



- **In small groups you will:**
  - Find your local CoC
  - Locate Coordinated Entry access points
  - Identify Public Housing Authorities
- **Use:**
  - Handout: Locate Federally Funded Housing Connections
  - Your work phone or laptop
  - Resource links

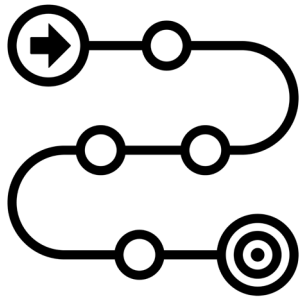
California's Safety Net and APS Considerations

California's Safety Net:

- State agencies shape local housing response
- Counties must "relieve and support" eligible residents (WIC §17000)

APS Practice Considerations:

- Housing support is a process
- Safety may come before preferred housing
- Stabilization leads to longer-term options
- APS capacity varies by county



California Housing Systems

California Department of Housing and Community Development (HCD)

- Dedicated to the preservation and expansion of safe, stable and affordable housing.

California Interagency Council on Homelessness (Cal ICH)

- Oversees the implementation of Housing First guidelines and regulations, and identifies resources, benefits, and services to prevent and end homelessness in California

Project Roomkey

- Temporary COVID-19 emergency shelter using hotels/motels. Demonstrated how existing shelters can be used and led to Homekey.

Homekey

- Funds acquisition/conversion of hotels, motels, and other buildings into permanent or interim housing through a grant process.

Finding the Local CoC and Coordinated Entry System

- Each is responsible for maintaining a Coordinated Entry process.
- 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.
- **Research** how this works in your county.

Public Housing Authority (PHA)

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."

- **Housing Choice Voucher / Section 8**
  - Tenant-based rental assistance
  - The voucher is attached to the person or household
  - The client finds a landlord who accepts the voucher
  - The voucher may be portable
  - Waitlists are open for short periods and the wait can be years
- **Public Housing**
  - Unit-based assistance
  - The subsidy is attached to a public housing unit
  - The assistance does not move with the client
- **Project-Based Rental Assistance / Project-Based Voucher**
  - Property-based assistance
  - The subsidy is attached to a specific building or unit
  - If the tenant moves, the assistance usually stays with the property

Home Safe

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- Created in 2018 to support housing stability for APS clients.
- Now operated by all 58 California counties, with Tribal grantees also participating.
- Serves APS clients and individuals in the APS intake process who are experiencing homelessness or at imminent risk.
- Flexible funding may support eviction prevention, rental or utility assistance, deep cleaning, landlord mediation, home modifications, housing navigation, and intensive case management.
- Services are not contingent upon the final outcome of the APS investigation.
- Local implementation varies by county.

Activity: Building My California Resource Knowledge



- Choose one California resource from the handout
  - Reminder – check the resource page at end of participant manual
- Look it up for your county. Find:
  - Contact information
  - How it is accessed locally
  - What type of resource it is (access point, waitlist, funding, APS-linked, etc.)
- Consider:
  - How could APS use this resource?
  - Is it a direct doorway or a system-level resource?
- Prepare for large group discussion

Emerging & Transitional CA Resources

- Assisted Living Waiver — Limited counties, limited slots, long waitlist.
- Master Plan for Aging — Planning resource, not a referral pathway.
- MHSA → BHSA Transition — Behavioral health funding shift; local implementation varies.
- HMIS Expansion — Increasing use of homelessness data systems for planning and coordination.
- Temporary & Interim Housing — Details provided in the handout.
- CARE Act / CARE Court — Court-involved pathway for eligible adults; not an emergency housing resource.

Looking at Specific Needs

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

Robert M. Hensel

- Different needs
- Specialized resources and barriers
- Notice and manage your reactions

Veterans

- **Domiciliary Care for Homeless Veterans (DCHV)**
  - Structured residential treatment and rehabilitation
  - Supports mental health, substance use, medical and recovery needs
  - Not a permanent housing program
- **HUD-VASH**
  - Housing Choice Voucher + VA case management
  - Helps Veterans obtain and sustain permanent housing
  - Voucher administered by local PHA; services provided by VA
  - Limited by voucher availability, case-management capacity, and rental market conditions
- **CalVet Veterans Homes**
  - Long-term care options for eligible aged or disabled Veterans
  - Levels of care vary (independent living, assisted living, skilled nursing, memory care)
  - Not an emergency housing resource
  - Eligibility and costs vary; must verify with CalVet or the specific facility

Individuals with Behavioral Health Issues

- **MHSA → BHSA Transition**
  - MHSA funded county behavioral health programs, including supports for people experiencing homelessness
  - California is transitioning to BHSA beginning in 2026
  - BHSA requires counties to use 30% of funding for housing interventions for people with the most severe behavioral health needs

- **Full Service Partnership (FSP)**
  - Intensive "whatever it takes" behavioral health services
  - Supports engagement, treatment, case management, crisis response, benefits linkage, and housing stability
  - Not a housing program, but a critical partner when clients have serious mental health needs

Individuals with Documented Disabilities

- **Housing and Disability Advocacy Program (HDAP)**
  - Combines outreach, case management, disability benefits advocacy, and housing assistance
  - Accessed through local county or Tribal HDAP contacts
  - Varies by county in availability, eligibility, referral process, and covered supports

- **Multiple Doorways for Support**
  - Clients often need more than one resource
  - May include HDAP, Coordinated Entry, Public Housing Authority resources, reasonable accommodation requests
  - Benefits advocacy, IHSS or caregiver supports, behavioral health services, and legal aid/fair housing may also be needed

Individuals Who Were Involved with the Justice System

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Provider Doorways

- CoC / Coordinated Entry
- Probation / Parole / CDCR Reentry
- Local reentry nonprofits: Examples include Homeboy Industries, Project Kinship, or county-specific organizations
- Legal Aid / Fair Housing
- California Civil Rights Department (CRD)

APS Role

- Ask what legal restrictions may affect housing
- Identify whether the client is connected to probation, parole, CDCR, or reentry providers
- Contact CoC/CES to ask about reentry or PSH pathways
- Help gather documents and understand likely screening barriers
- Request written reasons for denials and explore appeal/reconsideration options
- Refer to legal aid, fair housing, or CRD when appropriate

Individuals Who Are Required to Register as Sex Offenders

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- **High housing barriers**
  - Limited supports, stigma, and strict residence rules
  - Restrictions from probation/parole, registration, landlord screening, or local policies
- **Family limits**
  - Safety concerns, HOA/tenancy rules, or community reaction may prevent family housing
- **Clarify legal requirements**
  - Confirm probation/parole status and residence restrictions
  - Determine if the person must register under Penal Code 290
- **Key legal considerations**
  - Tier system (10 years, 20 years, lifetime)
  - Certificate of Rehabilitation (requires legal aid)

The Journey and Collaboration



"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."

Activity: The Power of Collaboration

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Activity Instructions:

1. Open the handout
2. Pick one client situation
3. Complete the worksheet individually
4. Prepare for large group discussion

Use the Worksheet:

- Identify concerns
- Choose helpful partners or access points
- Decide what to ask/what information is needed
- Plan warm handoffs and next steps

Conclusion

- **Workshop 1:** Explored layers of housing instability: contributing factors, lived experience, systemic barriers, and the impact of implicit and explicit bias.
- **Workshop 2:** Focused on engagement, assessment, and support strategies. Emphasized professional boundaries, realistic planning, and personal self-care.
- **Workshop 3:** Covered housing and homelessness systems, access points, resources, and collaboration.

Key Takeaway

- Housing instability is layered
- Effective engagement matters
- Navigation requires partners
- Stay flexible and informed
- APS makes a meaningful difference

P-I-E



Priceless piece of information

- What has been the most important piece of information to you today?

Item to implement

- What is something you intend to implement from our time together today?

Encouragement you received

- What is something that you already are doing and were encouraged to keep doing?

Evaluations

Your feedback is valuable!

- Please complete evaluations

Thank you for taking this time for your professional development.

Thank you for what you do for our communities!

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Thank You!

We envision a world where the quality of life for individuals, organizations, and communities is transformed into a healthier place.

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