



LAHSA

Los Angeles Homeless Services Authority

Family CES Overview

September 2023

Janneth Martinez – Family CES Coordinator SPAs 1-4

Yenni Rivera – Family CES Coordinator SPAs 5-8

Phil McCollum – Family CES Manager

Agenda

01

Coordinated Entry System

- The Coordinated Entry System
- How to Access the CES

02

Family Coordinated Entry System

- Overview
- Referring to the Family CES
- Services Available in Family CES
- FSC Referral Form

01. Coordinated Entry System

Definitions of Homelessness

As Defined by the US Department of Housing and Urban Development



Literally Homeless

- Someone staying in a shelter, in their vehicle, or outside and is without means to obtain housing on their own.



Fleeing Domestic Violence

- Someone who is fleeing or attempting to flee domestic violence and is without means to obtain housing



At Risk of Homelessness

- Someone who will imminently lose their primary residence and is without means to obtain another.

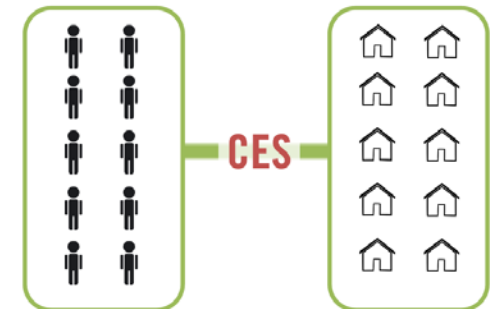
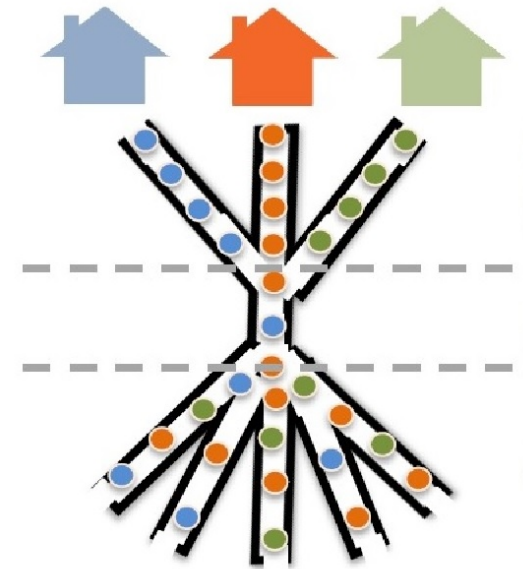
What is CES?

CES lays the groundwork for a more efficient and effective use of resources and creates a system that is easier for people experiencing homelessness to access and navigate.

Without CES



With CES



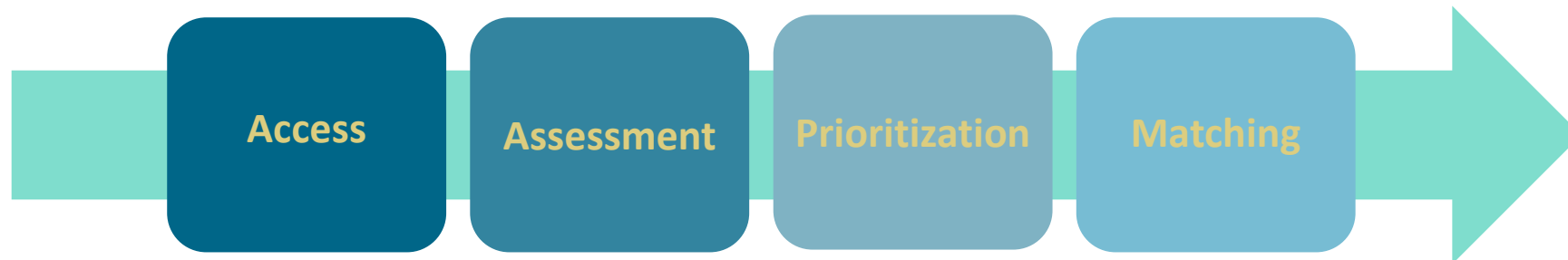
CES Process Flow

Access: CES uses a “no wrong door” approach in which a household can access the system at various locations or via outreach teams or other workers.

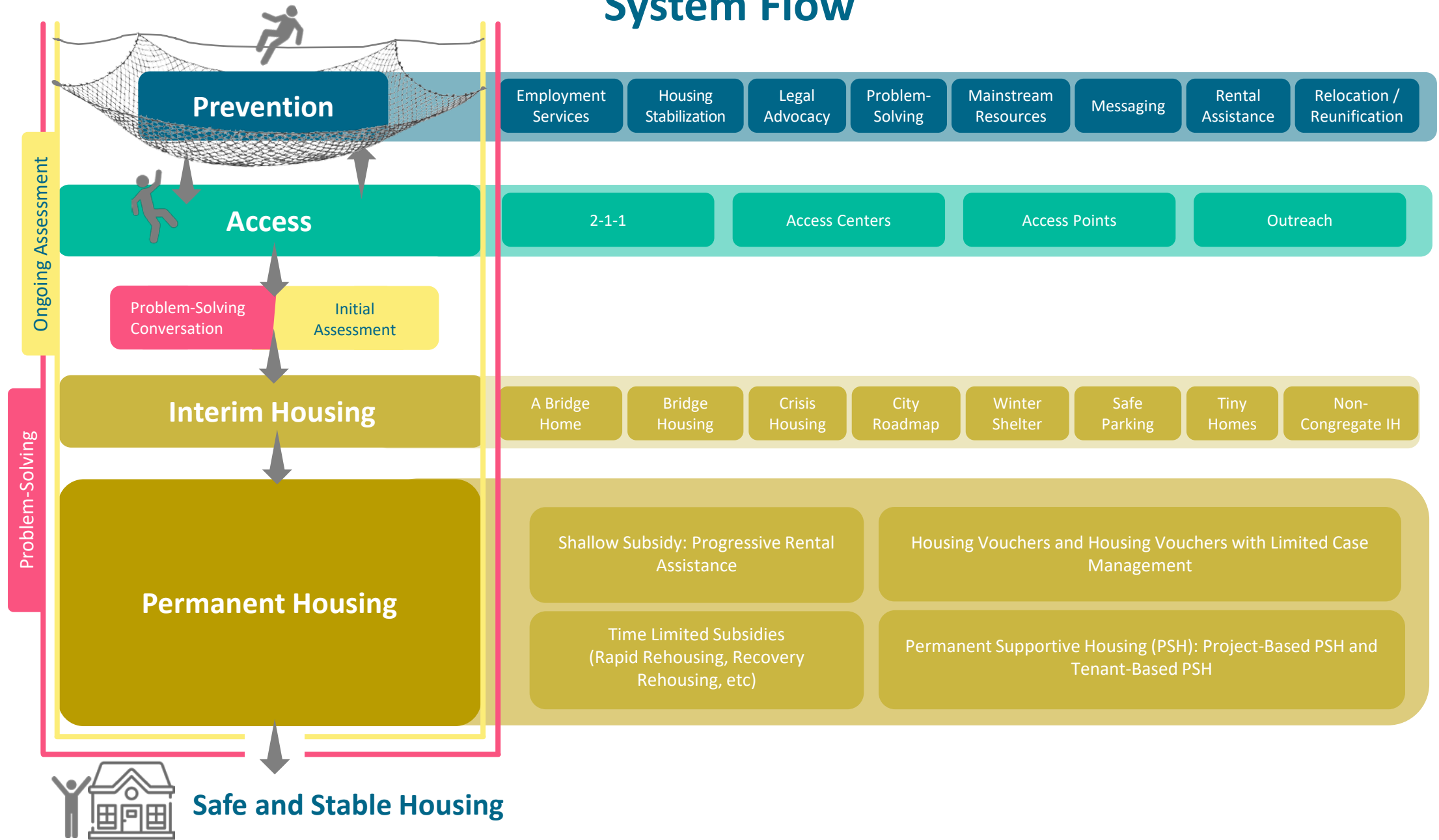
Assessment: Using various tools to engage households progressively and appropriately. When needed, CES uses a standardized survey tool as the first step toward connecting households to a more intensive level of care.

Prioritization: CES helps to prioritize individuals and households most in need and connect people to most appropriate housing pathway

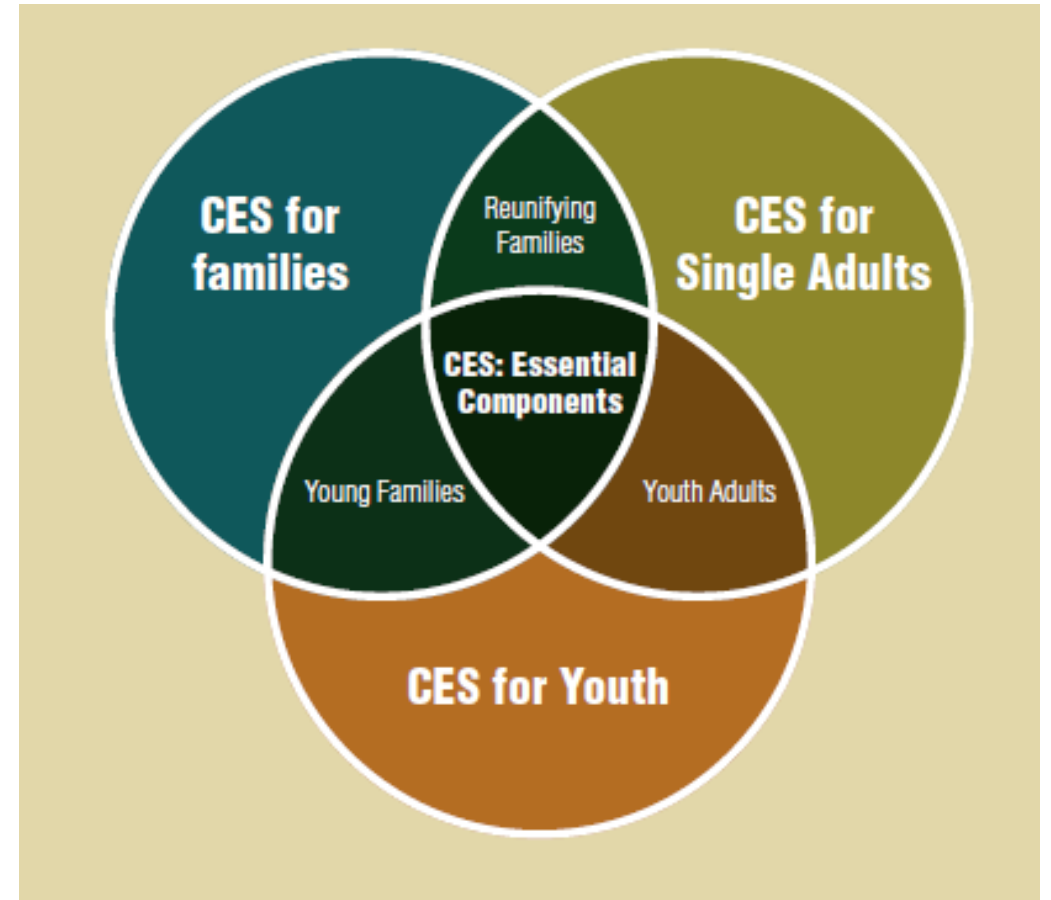
Matching: CES facilitates the use of limited resources by connecting or “matching” those most in need to these resources



System Flow



CES for All Populations



How to Access the CES System

Service Planning Areas

1. Antelope Valley
2. San Fernando Valley
3. San Gabriel Valley
4. Metro Los Angeles
5. West Los Angeles
6. South Los Angeles
7. East Los Angeles
8. South Bay



<https://www.lahsa.org/get-help>

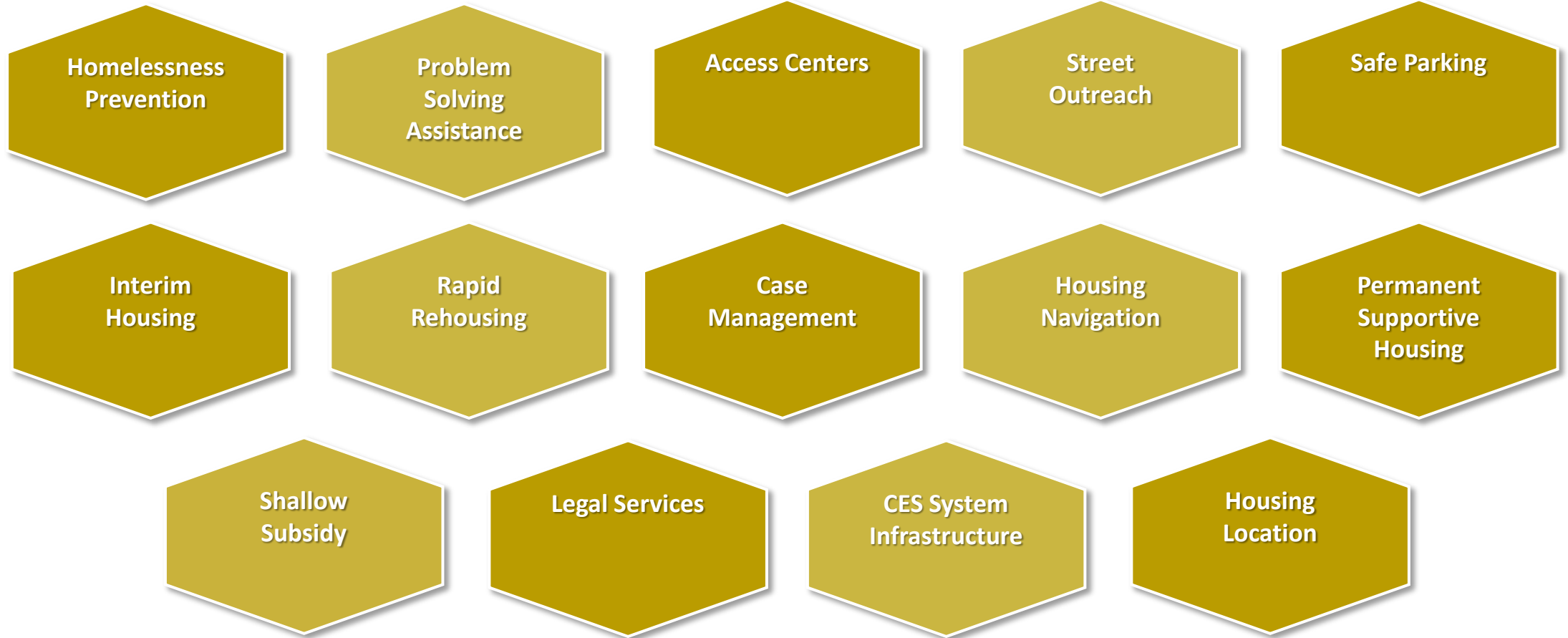
Skilled service providers lead coordination at the local level.

To connect with the Lead Agency in your region, please see the [CES Countywide Leadership Contact List](#).



| SPA (Service Planning Area) | Adults | Families | Youth |
|-----------------------------|---------------------------------|-----------------|-------------------------|
| SPA 1 – Antelope Valley | Valley Oasis | | |
| SPA 2 – San Fernando Valley | LA Family Housing | | Village Family Services |
| SPA 3 – San Gabriel Valley | Union Station Homeless Services | | Hathaway Sycamore |
| SPA 4 – Metro Los Angeles | The People Concern | PATH | LA LGBT Center |
| SPA 5 – West Los Angeles | St. Joseph Center | | Safe Place for Youth |
| SPA 6 – South Los Angeles | SSG HOPICS | | CRCD |
| SPA 7 – East Los Angeles | PATH | The Whole Child | Jovenes, Inc. |
| SPA 8 – South Bay / Harbor | Harbor Interfaith | | |

Programs Funded through CES



How to connect a person experiencing homelessness to help.

Recommended Front Doors

Adults:

- [Shelters](#) and [winter shelters](#)
- [Access or Navigation centers](#)
- [Safe Parking Sites](#)
- [Services Providers](#)
- [DMH clinics](#)
- 240 Outreach teams

Families:

- Call [211](#) to connect to shelter and support services.

Transition-Aged Youth (18-24):

- Call 800-548-6047 to connect to shelter and support services.
- Use the [WIN app](#).

Services and support

- Calfresh/food
- Medical/health care
- Shelter
- CalWORKs assistance
- Document assistance to get housed
- Housing vouchers & subsidies

la❤️**hop.org**

If you know someone who needs help, visit www.LA-Hop.org to make an outreach request.

QUESTIONS?



02. Family Coordinated Entry System

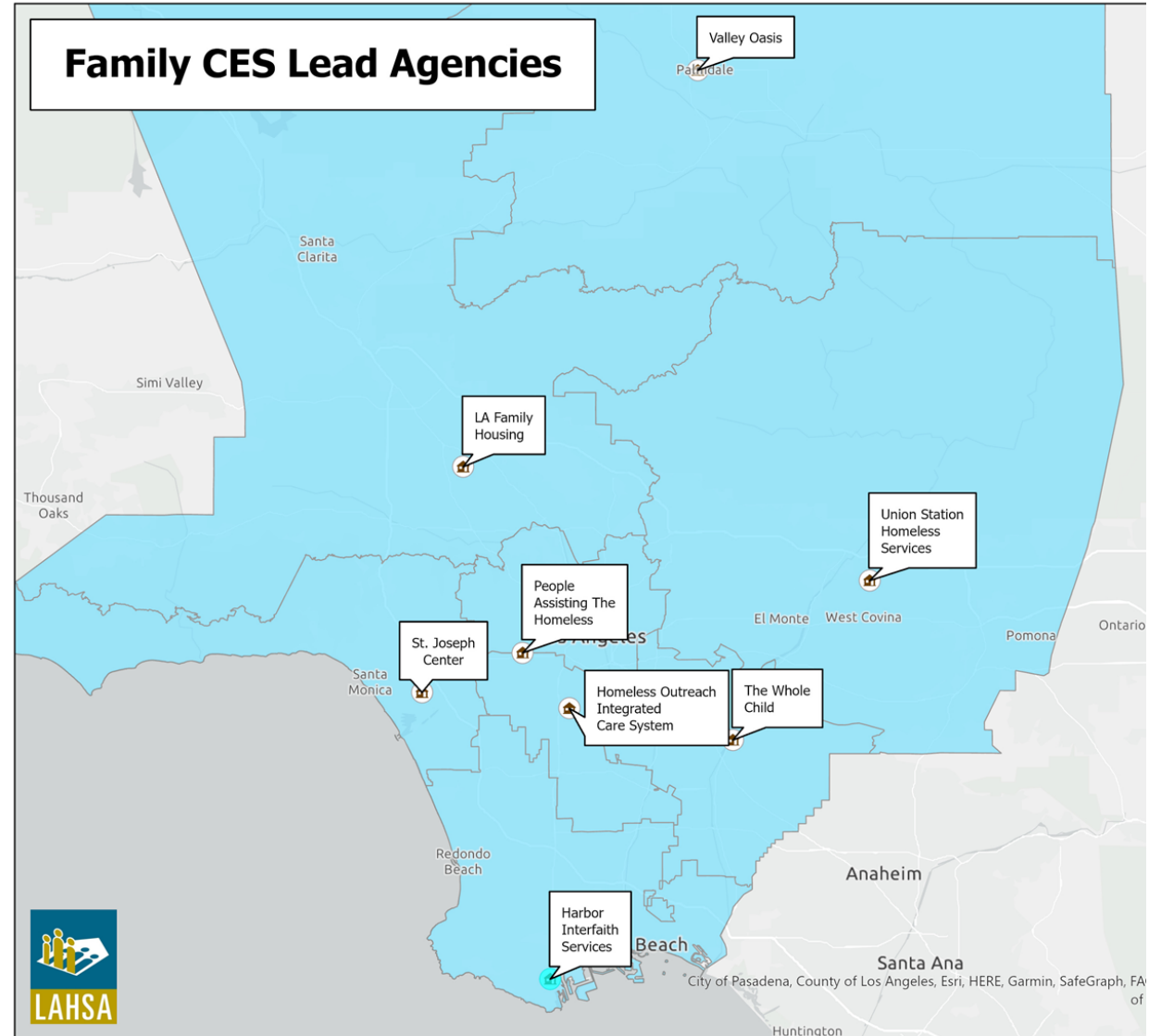
What is considered a Family to the CES?

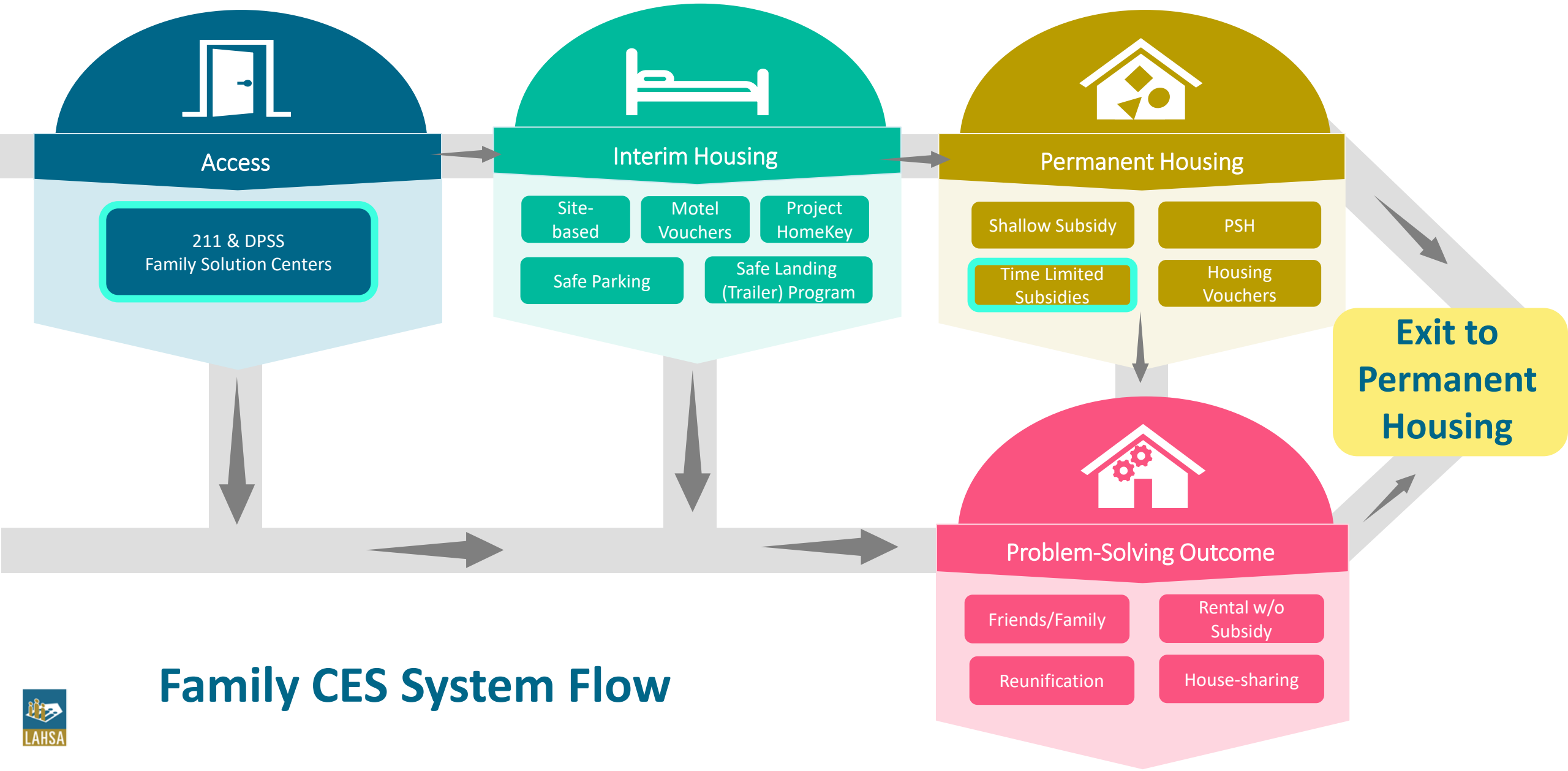
Family CES

- **Family:** Households consisting of one or more minor children (17 or under) in physical custody or under the guardianship of one or more adults who are living together. This includes people who are pregnant at any stage.
- **Qualified Dependents:** An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.

Service Planning Areas and Family Solution Centers

| SPA | Region | Family Solution Center |
|-----|---------------------|----------------------------|
| 1 | Antelope Valley | Valley Oasis |
| 2 | San Fernando Valley | LA Family Housing |
| 3 | San Gabriel Valley | Union Station HS |
| 4 | Metro Area | PATH |
| 5 | West Los Angeles | St. Joseph Center |
| 6 | South Los Angeles | HOPICS |
| 7 | East Los Angeles | The Whole Child |
| 8 | South Bay | Harbor Interfaith Services |





Family CES System Flow

Family Solution Centers (FSC)

Family Solution Centers serve as the primary way to access homelessness resources for families.

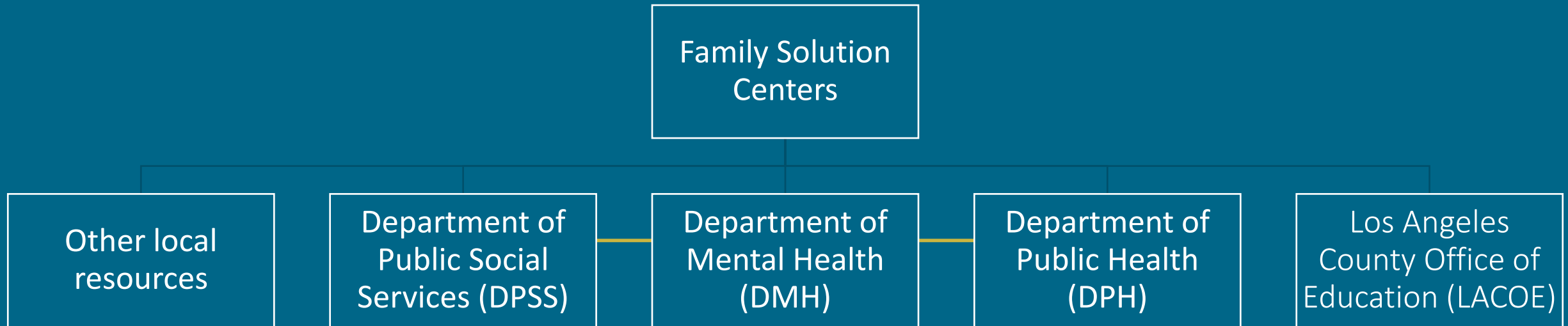
A variety of mainstream services are also co-located at each Family Solution Center, like DPSS, Mental Health Care and Substance Use Counseling, and connection to Education Supports.

To connect with an FSC, a family can walk in, call them, or send an email.

When and how should I connect a family who is experiencing homelessness to an FSC?



Family CES Co-located Support



"We cannot do it alone and we don't." -CES

Referral to Family Solution Centers

Instructions to Refer to an FSC

Checklist

- Review form in its entirety, assure all appropriate sections are completed, and use the FSCs preferred method of contact
 - Reminder that staff and families can call 2-1-1 if you don't know what SPA the family should be served by
 - Use notes section to include as much detail as possible, and do not be shy to add an additional page. The more information the easier it is for a warm hand-off
- Submit referral form to appropriate Family Solution Center(s) via email/fax:
 - The Family Solution Center should reach out to you or the family within 3 business days.
- <https://www.lahsa.org/documents?id=1166-form-1166-referral-to-family-solutions-centers.pdf>

Once an FSC Receives a Referral

Checklist

- Review form in its entirety to get familiar with Family being referred
- Contact Family to provide update on housing availability (within 3 business days)
- Contact Referring Agency for any additional questions and warm hand-off procedure



Referral to Family Solutions Centers

Directions: Complete this form and fax or email it to the Family Solutions Center closest to the family's community of origin, the children's school, close to family/friends, etc.

| Family Solutions Centers | | |
|--|--|--|
| <input type="radio"/> Valley Oasis - Antelope Valley Service Planning Area 1 Email: cesfamilies@avdvc.org Fax: (661) 942-2079 | <input type="radio"/> LA Family Housing - San Fernando Valley Service Planning Area 2 Email: referrals@lafh.org Fax: (818) 982-3895 | <input type="radio"/> Union Station Homeless Services - San Gabriel Valley Service Planning Area 3 Email: fscreferral@unionstationhs.org Fax: (626) 283-5146 |
| <input type="radio"/> PATH - Central Los Angeles Service Planning Area 4 Email: familyreferral@epath.org Fax: (323) 395-5547 | <input type="radio"/> St. Joseph Center- West Los Angeles Service Planning Area 5 Email: cesreferrals@stjosephctr.org Fax: (310) 392-8402 | <input type="radio"/> SSG/HOPICS - South Los Angeles Service Planning Area 6 Email: fsc@hopics.org Fax: (323) 432-4398 |
| <input type="radio"/> The Whole Child - East Los Angeles Service Planning Area 7 Email: FRT@thewholechild.info Fax: (562) 204-0654 | <input type="radio"/> Harbor Interfaith Services - South Bay Service Planning Area 8 Email: fscreferrals@harborinterfaith.org Fax: (310) 684-4031 | |

| Family Information | |
|-------------------------|--|
| Head of Household Name: | <input style="width: 90%;" type="text"/> |
| Contact Number: | <input style="width: 60%;" type="text"/> Number in Household: <input style="width: 30%;" type="text"/> |
| Total Monthly Income: | <input style="width: 60%;" type="text"/> Age of Children: <input style="width: 30%;" type="text"/> |

| Referral Information |
|---|
| Reason for Referral (check only one): <input type="radio"/> Family has identified permanent housing and needs move-in assistance. <input type="radio"/> Family is literally homeless and in need of assistance with crisis housing and permanent housing. <input type="radio"/> Family must vacate current crisis housing program. Anticipated move-out date: <input style="width: 100%;" type="text"/> <input type="radio"/> Family is imminently at-risk of homelessness. |
| Reason for Referral to FSC above (check only one): <input type="radio"/> Most geographically relevant FSC based on guidelines above. <input type="radio"/> Concerns for family safety and well-being necessitate housing in different geographic area. Describe concerns in the 'Additional Information' box below. |

| Referring Agency Information | | | |
|--|--|-------------------|--|
| Referring Agency: | <input style="width: 90%;" type="text"/> | Contact Person: | <input style="width: 90%;" type="text"/> |
| Address: | <input style="width: 90%;" type="text"/> | Contact Number: | <input style="width: 90%;" type="text"/> |
| | <input style="width: 90%;" type="text"/> | Date of Referral: | <input style="width: 90%;" type="text"/> |
| Agency Type: <input checked="" type="checkbox"/> Crisis Housing Provider <input checked="" type="checkbox"/> Social Service Agency <input type="checkbox"/> Other (specify): <input style="width: 100%;" type="text"/> | | | |

| Additional Information |
|--|
| Please provide any additional information such as the current housing plan or special language needs: <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> |

| FSC Use Only | | | |
|----------------|--|--------------------------|--|
| Date Received: | <input style="width: 90%;" type="text"/> | Date/Time of Assessment: | <input style="width: 90%;" type="text"/> |

Los Angeles Homeless Services Authority
January 2019
Form 1166

Referral to Family Solutions Centers

Directions: Complete this form and fax or email it to the Family Solutions Center closest to the family's community of origin, the children's school, close to family/friends, etc.

Family Solutions Centers

Valley Oasis - Antelope Valley
 Service Planning Area 1
 Email: cesfamilies@avdvc.org
 Fax: (661) 942-2079

LA Family Housing - San Fernando Valley
 Service Planning Area 2
 Email: referrals@lafh.org
 Fax: (818) 982-3895

Union Station Homeless Services - San Gabriel Valley
 Service Planning Area 3
 Email: fscreferral@unionstationhs.org
 Fax: (626) 283-5146

PATH - Central Los Angeles
 Service Planning Area 4
 Email: familyreferral@epath.org
 Fax: (323) 395-5547

St. Joseph Center- West Los Angeles
 Service Planning Area 5
 Email: cesreferrals@stjosephctr.org
 Fax: (310) 392-8402

SSG/HOPICS - South Los Angeles
 Service Planning Area 6
 Email: fsc@hopics.org
 Fax: (323) 432-4398

The Whole Child - East Los Angeles
 Service Planning Area 7
 Email: FRT@thewholechild.info
 Fax: (562) 204-0654

Harbor Interfaith Services - South Bay
 Service Planning Area 8
 Email: fscreferrals@harborinterfaith.org
 Fax: (310) 684-4031

Family Information

| | | | |
|-------------------------|----------------------|----------------------|----------------------|
| Head of Household Name: | <input type="text"/> | | |
| Contact Number: | <input type="text"/> | Number in Household: | <input type="text"/> |
| Total Monthly Income: | <input type="text"/> | Age of Children: | <input type="text"/> |

Referral Information

Referral Information

Reason for Referral (check only one):

- Family has identified permanent housing and needs move-in assistance.
- Family is literally homeless and in need of assistance with crisis housing and permanent housing.
- Family must vacate current crisis housing program. Anticipated move-out date: _____
- Family is imminently at-risk of homelessness.

Reason for Referral to FSC above (check only one):

- Most geographically relevant FSC based on guidelines above.
- Concerns for family safety and well-being necessitate housing in different geographic area. Describe concerns in the 'Additional Information' box below.

Referring Agency Information

| | | | |
|-------------------|---|-------------------|-------|
| Referring Agency: | _____ | Contact Person: | _____ |
| Address: | _____ | Contact Number: | _____ |
| | _____ | Date of Referral: | _____ |
| Agency Type: | <input type="checkbox"/> Crisis Housing Provider <input type="checkbox"/> Social Service Agency <input type="checkbox"/> Other (specify): _____ | | |

Additional Information

Please provide any additional information such as the current housing plan or special language needs:

| |
|--|
| |
| |

FSC Use Only

| | | | |
|----------------|-------|--------------------------|-------|
| Date Received: | _____ | Date/Time of Assessment: | _____ |
|----------------|-------|--------------------------|-------|

Please note:



- **Family**
 - FAMILY CES Capacity Challenges
 - Immediate Family housing may not be available in any SPA at the time of inquiry
- **Referrer**
 - Complete FSC referral form
 - A wait time as Family IH system is impacted across the county
- **Family Solution Centers**
 - Once referral is received, The Family Solution Center contacts within 3 business days

Resources available in Family CES

Problem Solving

- Person-centered, short-term housing intervention.
- Strengths-based approach that utilizes conversation and empowerment methods.
- Helps households resolve their housing crisis utilizing existing social supports.
- Aims to prevent or quickly resolve an episode of homelessness without utilizing CES Resources.

Five Main Outcomes Households Achieve

Permanently moving-in with family or friends



Maintaining their own residence



Family reunification out of town



Temporarily moving-in with family or friends



Secure new permanent unit



Safe Parking

Safe Parking is for people who are experiencing homelessness and living in their vehicles. The program offers secure overnight parking. The goal of Safe Parking is to facilitate an exit to permanent housing. Safe Parking information can be [found here](#).

Safe Parking offers:

- Clean and Safe Facilities
 - On site security, bathrooms, handwashing stations, and trash receptacles
- Supportive Services
 - Problem-Solving
 - Full or light-touch case management
 - Financial assistance (if needed)



Family Interim Housing

Crisis Housing

Motel Vouchers

Private Shelters

What to expect

- Crisis Housing
 - Site Based "shelter" locations
 - Usually private room or sharing with one other family
- Motel Vouchers
 - Limited availability
 - Short term while awaiting vacancy in site – based location
- Private Shelters
 - There are several privately run shelters for families throughout LA county. When the CES System is at capacity, the FSC may refer a family to a private shelter.

Housing Navigation

Housing Navigation support is targeted, housing focused case management meant to quickly identify permanent housing for a family.

- Helps collect necessary documents
 - Identification
 - Social Security Card
 - Income Verification
- Housing-focused Case Management
- Minimal Financial Assistance
 - Application Fees
 - Transportation to unit viewings
 - Security deposit (as funds allow)



Time Limited Subsidies

Time Limited Subsidy programs connect families experiencing homelessness to permanent housing through a **tailored** package of assistance that may include the use of **time-limited** financial assistance and **targeted** supportive services. Following a model of Progressive Engagement is key to a client's success.

- Case Management and Supportive Services
 - Obtaining necessary documents
 - Connection to mainstream benefits or legal services as needed
- Housing Identification Assistance
- Financial Assistance—time-limited rental and move-in assistance



Permanent Supportive Housing

Permanent Supportive Housing connects individuals and households experiencing homelessness to **ongoing** financial assistance and **case management** services.

These resources are “matched” through SPA level Matchers in the Families, Youth, and Adult systems.

These resources can be project based or tenant based.

- **Project Based** resources are tied to a specific unit or building with onsite case management
- **Tenant based** resources include a Housing Choice Voucher that a participant can use to identify a market rate unit that accepts their voucher. Ongoing case management also provided.



QUESTIONS?





October 2023

Online training provided by Los Angeles Homeless Services Authority:

CESF 101 & REFERRAL TRAINING



October 10, 2023

9:30am to 12pm

(Zoom meeting)

TOPICS

Intro to Homelessness in LA

LAHSA Overview

CES History

Intro to Family System

FCES 101: FSC's, Referral Form, Screening Tool

VI-FSPDATP: Paper Form

HMIS: How to fill out the VI-FSPDAT

Or scan QR Code:



[CLICK HERE TO RSVP ONLINE](#)



2023 MONTHLY TRAINING SESSIONS

PROBLEM SOLVING FOR NON-HMIS USERS / KEY PARTNERS



This training is open to community organizations, non-profits, faith-based orgs, and elected office staff who are not contracted by LAHSA but have frequent contact with folks experiencing housing crisis in LA County.

CLICK BELOW TO REGISTER

SEP 21, 2023 10AM – 12PM

NOV 2, 2023 1PM – 3PM

or scan QR code to access a digital version of this flyer



LAHSA CTA Extended
Course Catalog available at
www.lahsa.docebosaa.com



THANK YOU!

Questions:

Janneth Martinez – jamartinez@lahsa.org

Yenni Rivera – yrivera@lahsa.org

Phil McCollum – pmccollum@lahsa.org