

Mendocino County Housing Resource Fair: Housing Navigation

February 13, 2024

Presented by Mendocino County Social Services
and Mendocino County Homeless Services
Continuum of Care

Welcome

Facilitators: Lily Caravello & Veronica Wilson

- This webinar is being recorded.
- Please remain muted.
- You can use the chat to ask questions.
- We will hear from all the presenters. If there is time at the end, we will have questions.
- If you were forwarded this invite and would like to be invited to the next session, email Lily.

Webinar Series

- For staff to learn more about housing resources to help their clients.
- Each session will focus on a specific sector of housing.
- Last session, focused on Emergency Shelter.
 - Can be viewed at the CoC website.
- Upcoming sessions will focus on:
 - Transitional Housing, Subsidies & Vouchers, and Low-Income Housing

Today's Presenters

- **Paul Davis & Tabetha Connell**, Mendocino Coast Hospitality Center
- **Shai Schnall**, Mendocino County Youth Project
- **Jen Aragon**, Redwood Community Services
- **Lily Caravello & Tami Voris**, Mendocino County Social Services

Presenters: 10 minutes each, focus on your housing navigation program.

Mendocino Coast Hospitality Center

Paul Davis & Tabetha Connell

- Wellness Center/Resource Center
- Housing Navigation
- Cal AIM: Enhanced Care Management (ECM) &/or Community Supports (CS)

**MENDOCINO COAST
HOSPITALITY CENTER
101 N. FRANKLIN STREET**

HOUSING SERVICES

Coordinated Entry (CE) Enrollments

Rapid Rehousing (RRH)

Deposit assistance

Temporary rental assistance

Landlord Liaison

Case Management

Coordinated Entry enrollments

Vulnerability Index Service Prioritization

Decision Assistance Tool (VISPDAT)

Assistance with CDC paperwork

Transitional Housing

Low income housing

Project Homekey Referrals

**ASK US ABOUT THESE
SERVICES**

Mon-Fri 8:30-12 & 1-3

This is a service offered as a courtesy and helping hand so that YOU can become self-sufficient in your search for permanent housing. At no point is MCHC responsible for the result of your housing outcome.

**Walk in Appointment
Times:**

Monday 10am-12pm

Friday 1pm-3pm

**Application Assistance
Wednesday 11am**

Phone appointments may be available under special circumstances. Please call (707)961-0172 ext.1150



Cal-AIM: Community Support Services Referral Form

Please complete this form to share member's information that will assist in identifying appropriate criteria for Community Support Services being requested.

Please select service(s):

- Housing Transition Navigation Service
- Housing Deposits
- Housing Tenancy and Sustaining Services
- Short-Term Post-Hospitalization Housing
- Recuperative Care (Medical Respite)
- Respite Services
- Personal Care and Homemaker Services
- Medically Tailored Meals or Medically Supportive Food

Date:

Provider's Information

Organization's Name:	Name of person filling out form:	Phone #:	Fax #:

Member's Information

CIN #:	First Name:	Last Name:
Address:	County:	Phone Number:

Member's Diagnosis

	Description and/or ICD-10 Diagnosis Code	ED visits
Mental Health: SMI/Behavioral Health		
Physical Health:		
SUD services: Drug/Alcohol		
Hospitalizations:		

Additional Information:

Submit form with TAR request or send to CommunitySupports@partnershiphp.org inbox so referral can be made to appropriate provider.

For all other questions please send them to CalAIM@partnershiphp.org

Mendocino County Youth Project

Scott Marsh

- Drop-in Center
- Housing Navigation
- Other Assistance



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Referral For Services

How to Refer

Referrals for MCYP services can be made:

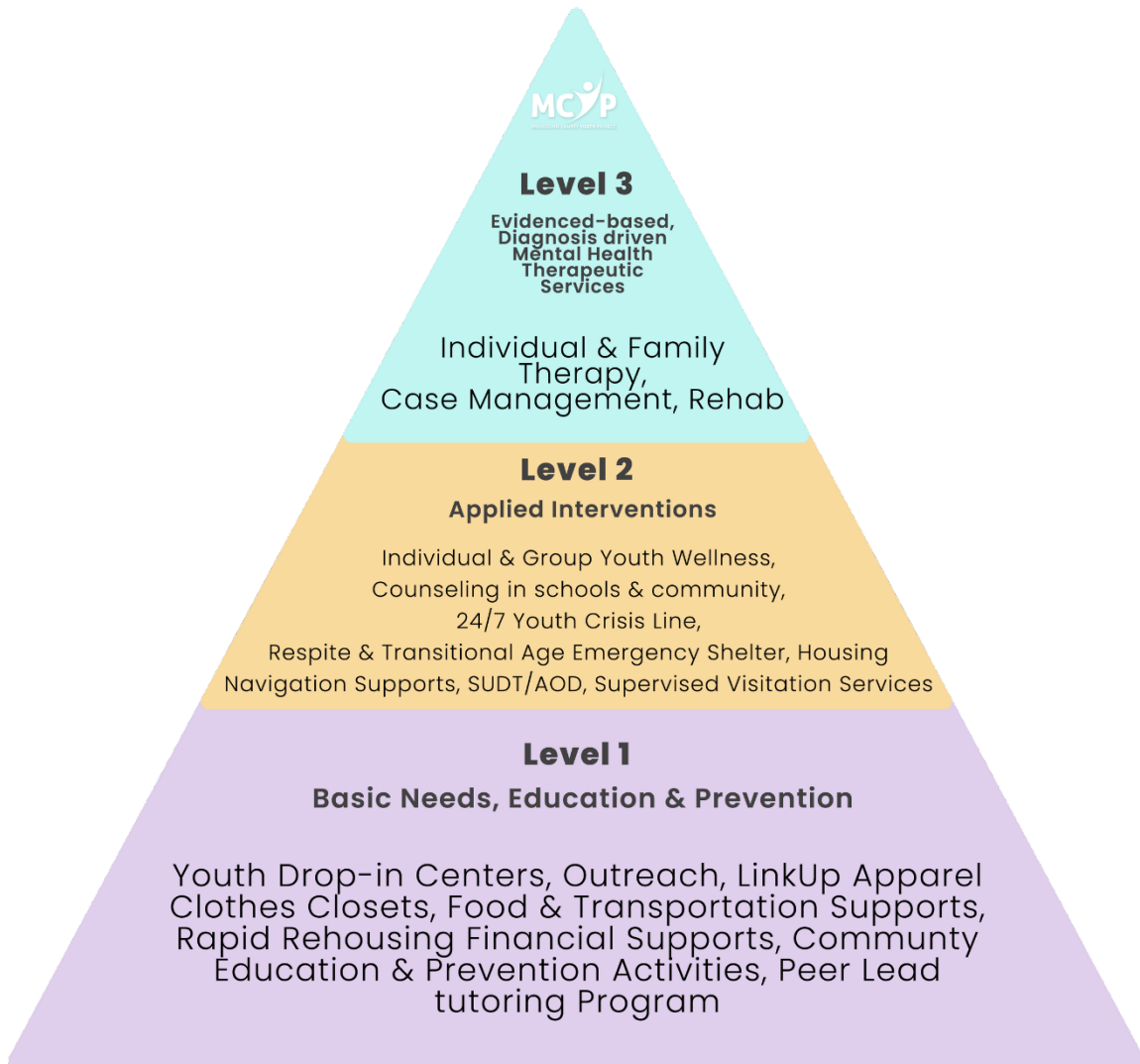
- **In-person at MCYP's Main Office Location:** 776 South State Street Suite 102 & 103, Ukiah
- **By confidential fax:** 707-463-4917 (link to fillable referral form *coming soon*)
- **By confidential Secure Online Referral Form:** Simply click the button below for the online form

Referral Form

Upon receipt of a referral, a member of MCYP's Team will call you within 24-48 hours for the next steps.

If you have any questions regarding the referral process, please call or email us at 707-463-4915 or referrals@mcyp.org

MENDOCINO COUNTY YOUTH PROJECT'S PUBLIC HEALTH MODEL – SYSTEM OF CARE



Mendocino County Youth Project's mission is to provide a wide variety of tailored services to empower, guide, counsel, and support children, youth, and families of Mendocino Country through harm reduction, trauma-informed and resilience framework to encourage healthy life choices, maximize individual potential and become productive citizens.

Available Services

Behavioral/Mental Health Therapy Services

Professional licensed/waivered outpatient Mental Health Therapy Service provided at MCYP's main office site located in Ukiah and/or via telehealth as needed.

Youth Support Services, School Campus and/or Community Based

Paraprofessional Youth Success Coaching: life skill training, positive youth development, prevention & early intervention services, substance use disorder treatment, mental health awareness & stigma reduction, anger management, and social-emotional learning.

Clothing/Basic Needs Support

Provision of basic needs such as food/clothing/hygiene products/bus passes etc

School-Based Behavioral/Mental Health Therapy Services*

* Subject to availability

Professional licensed/waivered Mental Health Therapy services provided at school campus subject to school site and MCYP Therapist availability.

Housing Support

Emergency Shelter and Transitional Housing services for ages 18-24, Respite & Kinship Housing for ages 12-18, Housing relocation/navigation support including rapid housing funds & other financial assistance.

Click below to learn more about MCYP's services and programs.

[Learn more](#)

Mendocino County Youth Project

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Redwood Community Services

Jen Aragon

- Homeless Resource Center
- Housing Navigation
- Enhanced Care Management (ECM) & Community Supports



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PEOPLE EXPERIENCING HOMELESSNESS

Redwood Community Services, Inc. has been providing homeless services since 1999, when it piloted a housing program for older youth who were about to enter adulthood.. Since then, RCS has expanded homeless services to provide housing navigation services, emergency shelter, a day resource center and permanent housing resources. RCS provides support to those facing and living homelessness with a compassionate, person-centered, and Housing First approach.

Building Bridges Homeless Resource Center

Building Bridges (B2) is a 60-bed collaborative homeless resource center located in Ukiah designed to provide housing related services and safe shelter to people experiencing a housing crisis. Services are provided through a partnership of multiple community agencies. B2 operates from a low barrier perspective, meaning we help people where they are at. B2 contains a day drop-in center, emergency shelter, and plans to develop on-site housing and other resources.

B2 Day Center

A daytime drop-in center open year-round. The Day Center will provide resources such as showers, restrooms, laundry; computers, internet access, charging station; mailing address, phone, & messaging center; connection to medical and other community services; linkage to mainstream resources such as CalFresh and CalWorks; peer support; groups, classes, workshops; community service opportunities; and a donation-based resource closet.

Coordinated Entry Access Point

The B2 Center in Ukiah is an Access Point for the MCHSCoC Coordinated Entry (CE) system. CE is a system that screens everyone who is experiencing homelessness and requests assistance to acquire housing. This is how we make sure we know what services someone needs.

This standardized screening asks everyone the same questions to help prioritize assistance based on vulnerability and severity of needs to ensure that the people who need assistance the most are the ones who receive it. CE provides an entry point to eligible CE enrollees to various housing resources all over Mendocino County, such as Permanent Supportive Housing and Rapid Re-Housing.

Rapid Re-Housing

RCS Rapid Re-Housing (RRH) assistance provides help to individuals and families in Mendocino County who are literally homeless. It assists them with moving as quickly as possible into permanent housing and achieve stability through a combination of housing identification, rental assistance, and supportive services. Potential participants are selected through the MCHSCoC CE system, targeting those who are most likely to only need short- term housing assistance.

Housing Navigation

Housing Navigators work with people experiencing a housing crisis, both those who are currently unhoused and those who are at risk of becoming homeless, aiding them with acquiring and/or sustaining housing. These supportive services are provided primarily to those who are identified through CE as being the most vulnerable and at risk. Housing Navigation staff utilize a “progressive engagement” approach, offering “light- touch” assistance at first and increasing aid only as needed. Housing navigators develop relationships with landlords, striving to increase the pool of housing available to people with multiple housing barriers (i.e., no or bad rental history, criminal record, low income, etc.).

Homelessness Prevention

RCS provides supportive services to people who are at risk of losing their housing. Services could include landlord mediation, advocacy, and limited financial assistance when resources are available.



HOMELESS & HOUSING SERVICES REFERRAL

Please check the services the client wants to connect with:

- Housing Navigation Services (for unhoused clients)
- Emergency Shelter
- Housing Deposit Assistance (for unhoused clients)
- Housing Stabilization Services (for housed clients)
- Day Resource Center support (Ukiah)
- Other:

Is the client/household seeking services in: Mendocino County Lake County

CLIENT INFORMATION (head of household)

Name: _____ Date: _____
First Middle Last

Social Security #: - - MediCal/Partnership ID Number:

Date of Birth: Primary Language: English Spanish Sign Language Other:

Where are they currently staying? Street Emergency Room Hospital Jail Family/friends Hotel
 Rent/Own Home Other:

Phone #: () - Okay to leave message? Yes No

Email: Best way to contact:

Mailing Address (street, city, zip):

Please check if they have accessed or been discharged from any of the following in the last 6 months?

- Emergency Room # of ER visits in last 6 months: _____
- Jail/prison
- Adult Protective Services
- Mental Health Facility
- Mendocino County General Assistance
- Inpatient Hospital
- Substance Use Treatment Facility
- Other recuperative care facility

If they are currently in jail, emergency room or hospital, or other residential facility, when will they be discharged?

* Discharge Date: _____ *Please know we cannot guarantee an emergency shelter bed will be available on the date your referral is discharged. If we do approve your referral for the shelter, we will work with you to arrange a bed as soon as possible.

For Shelter Referrals Is this individual able to fully care for themselves in all areas of independent living?

– Referring Party (i.e., ambulate & acquire food independently, clothe/bathe/feed/manage themselves, etc.)

Initial to Confirm: Yes No Unknown (if no or unknown, please explain below)

CLIENT SITUATION & CONDITIONS INFORMATION

Describe housing situation:		
Mental Health:		ED/hospital visits
Physical Health:		
Substance Use:		
Additional Information:		

REFERRING PARTY INFORMATION

Referring Party Name: _____ Phone #: _____

Referring Agency: _____

FAX REFERRAL TO (833) 849-2185



ENHANCED CARE MANAGEMENT REFERRAL

Enhanced Care Management (ECM) is a benefit available to MediCal beneficiaries who meet specific eligibility criteria. ECM addresses clinical and non-clinical needs through intensive coordination of health and health-related services. Our ECM providers will meet with the person to support medical, physical, mental health, substance abuse, and basic needs. The key service in ECM is a provider focusing on connecting high-need, vulnerable people to any and all resources available to make it easier for them to get the right care at the right time.

Is the client/household seeking services in: Mendocino County Lake County

CLIENT INFORMATION

Name: _____ Date: _____
First Middle Last

Social Security #: - - MediCal/Partnership ID Number:

Date of Birth: Primary Language: English Spanish Sign Language Other:

Where are they currently staying? Street Emergency Room Hospital Jail Family/friends Hotel
 Rent/Own Home Other:

Phone #: () - Okay to leave message? Yes No

Email: Best way to contact:

Mailing Address (street, city, zip):

Member Population of Focus Category (check that might apply)

- Adult experiencing homelessness
- Adult – high utilizer of care services
- Adult w/ mental illness
- Adult w/ substance abuse challenges
- Child/young adult (0-24) experiencing homelessness
- Child/young adult – high utilizer of care services
- Child/young adult w/ mental illness/substance use disorder
- Child/young adult involved in (or history of involvement) child welfare

CLIENT SITUATION & CONDITIONS INFORMATION

Describe housing situation:		
Mental Health:		ED/hospital visits
Physical Health:		
Substance Use:		
Additional Information:		

FOR CHILDREN UNDER 18

Guardian Name: Relationship: Phone #:

REFERRING PARTY INFORMATION

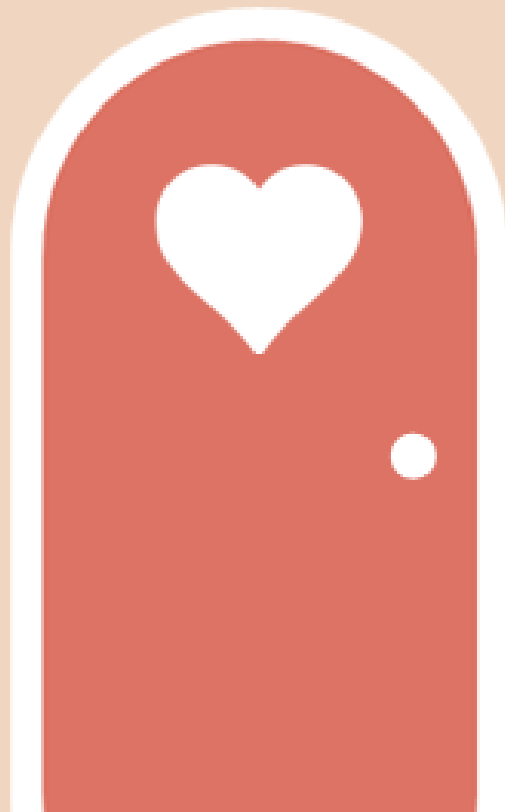
Referring Party Name: Phone #: _____
 Referring Agency: _____

FAX REFERRAL TO (833) 849-2185

Mendocino County Social Services

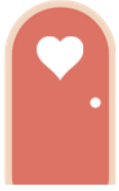
Lily Caravello & Tami Voris

- Front Door for Families
- Outreach & Navigation Unit



**FRONT
DOOR
FOR
FAMILIES**

Mendocino County



What is Front Door for Families?

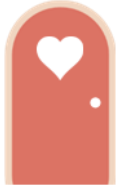
Front Door for Families is a project designed to provide Housing Problem Solving guidance to **families with children** in Mendocino County who are experiencing homelessness or are at-risk-of homelessness.



Who is doing this project?

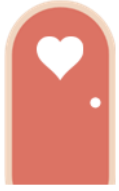
Mendocino County Social Services Department, Special Projects Team

- Tami Voris – Lead Housing Guide
- Maria Noriega – Housing Guide
- Megan Van Sant – Program Manager
- Lily Caravello – Program Administrator, Staff Supervision
- Heather Criss – Program Administrator
- Angela Kelley – Analyst
- Zoey Fernandez – Program Support



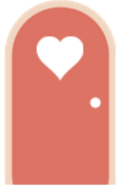
How is the project funded?

- ✓ *Family Homelessness Challenge Grant* from Cal-ICH
 - Target population: Families experiencing or at-risk of homelessness
- ✓ *Bringing Families Home* through California Dept. Social Services
 - Target population: Families involved with Child Welfare Services



What does the project provide?

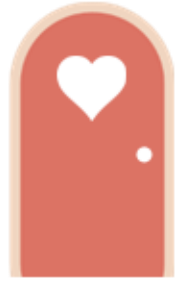
- ✓ Families can check out our website as a self-service guide.
- ✓ Families can make an appointment for a consultation with a Housing Problem Solving guide.
 - ✓ The guide helps families review their options for housing, informally assesses their potential for various housing projects, helps fill out housing forms and applications, helps them apply for funding, and refers to other housing resources.



Does the project provide housing?

No

- ✓ Front Door for Families does NOT own, manage, or provide housing.
- ✓ This project does not create any new housing.
- ✓ The program provides guidance and support, but seeking and securing housing is ultimately the responsibility of the client.



FRONT DOOR FOR FAMILIES

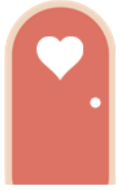
Mendocino County

Front Door For Families was launched in early 2023.

In the first year, we met with over 250 households.

Almost 100 families have gotten housed or stabilized.

Recently, we have been meeting with 10-15 households a week.



Resources

[FrontDoorMendocino.org](https://www.frontdoormendocino.org)

- Steps to Housing
 - Contact shelters
 - Apply for subsidized housing
 - Apply for rental assistance
 - Contact rental agencies

[211mendocino.org](https://www.211mendocino.org)

- Housing and Homeless Services
 - Housing Expense Assistance
 - Emergency Housing
 - Supportive Services
 - Affordable Housing
 - Landlord and Tenant Assistance