Transitional Housing Placement Program (THPP)

Background

When children receiving Foster Care are emancipated (become legally responsible for themselves), they are no longer eligible to receive Foster Care benefits. Many of these individuals have no means to support themselves and need guidance in terms of resources available to them.

The Social Services Agency (SSA) is engaging in a collaborative effort with the Bill Wilson Center to assist these individuals in becoming self-sufficient and taking advantage of what benefits are available to them. A liaison is designated at the Assistance Application Center (AAC) as a single contact point to initiate the process and provide on-going assistance to the Bill Wilson Center. Workers at the Senter Rd. District Office, General Assistance Bureau and the Medi-Cal Service Center (MCSC) are designated to handle THPP continuing cases.

Policy

Effective January 1, 2008, the following procedures are in effect:

<table>
<thead>
<tr>
<th>WHO</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Wilson Center</td>
<td>• Determines a clients is going to be released from one of the centers.</td>
</tr>
<tr>
<td>Representative</td>
<td>• Contacts the Liaison at the Assistance Application Center (AAC) to determine where the individual will apply for aid.</td>
</tr>
<tr>
<td>WHO</td>
<td>ACTION</td>
</tr>
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</table>
| AAC Liaison                | • Receives request from Bill Wilson Center Representative.  
                             • Performs identification (ID) process on the client to determine if the client is currently receiving benefits. |
|                            | **If the client is...** | **Then the AAC liaison will...**                                                                 |
|                            | Currently in receipt of aid, | • Inform the representative to notify the worker of record.  
                             • Contact the worker of record’s supervisor and request the case be transferred to the designated worker once the work is completed to fulfill the client’s request. |
|                            | NOT in receipt of aid,      | • Determine the intake office closest to the client.  
                             • Refer the representative to the appropriate intake office where the client should apply. |
| Bill Wilson Center         | Receives information from the AAC liaison.                                                                                                                                               |
| Representative             | **If the client is...** | **Then the Representative will...**                                                                 |
|                            | Receiving aid,              | Inform the client to contact his/her Eligibility Worker (EW).                                                                                                                            |
|                            | NOT receiving aid,          | • Provide the client with the "Transitional Housing Placement Program (THPP) Referral" (SC 208).  
                             • Instruct the client where to apply for aid.                                                                                                                                            |
| Client                     | **If the client is...** | **Then the client...**                                                                                                               |
|                            | Receiving aid,              | • Contacts his/her EW.  
                             • Informs him/her that he/she is leaving the Bill Wilson Center.  
                             • Indicates what his/her needs are.                                                                                                                                                    |
|                            | NOT receiving aid,          | • Receives the SC 208.  
                             • Goes to the intake office closest to him/her.  
                             • Provides the receptionist with the SC 208.  
                             • Applies for aid.                                                                                                                                                                      |
| Continuing EW              | • Is contacted by the client.  
                             • Takes appropriate action to assist the client in meeting his/her needs.  
                             • Enters Special Indicator “THPP Cases” in CalWIN.  
                             • Transfers the case to the designated EW, as appropriate to either Senter Rd., General Assistance or MCSC.                                                                 |
These procedures are effective January 1, 2008.

Staff in selected district offices are designated to handle and/or process these cases:

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>STAFF</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance Application Center (AAC)</td>
<td>Norma Jacques-Herrera</td>
<td>THPP Liaison</td>
</tr>
<tr>
<td>Senter Rd.</td>
<td>María Pérez, A365</td>
<td>Continuing Worker</td>
</tr>
<tr>
<td>General Assistance</td>
<td>Tu Bicomong, R178</td>
<td>Continuing GA Worker</td>
</tr>
</tbody>
</table>

Implementation

Designated Staff
## Case Transfers Out Of Intake

Effective January 1, 2008, THPP cases that are transferred out of intake must be forwarded as follows:

- **Generic** - Senter Rd. District Office
- **General Assistance/Able Body Adults Without Dependents (ABAWDS)** - General Assistance Bureau
- **Medi-Cal Only Cases** - MCSC

### CalWIN

A Special Indicator titled, “THPP Cases” must be used to easily identify these cases.

### Forms

A new form titled, “Transitional Housing Placement Program (THPP) Referral” (SC 208) is developed as a referral from the Bill Wilson Center to SSA.

Clients will be given this form when they leave the Bill Wilson Center and instructed to submit it to clerical staff upon applying for aid. The SC 208 will be attached to the “Identification & Intake Record” (SC 41) and “Application for Cash Aid, Food Stamps, and/or Medi-Cal” (SAWS 1) so the Intake EW can easily identify it as a THPP case, and transfer the case to the appropriate continuing office.

**Note:**

A supply of SC 208s will be provided to the Bill Wilson Center prior to implementation.

### Clerical

Office Management Coordinators (OMCs) must review these procedures with their respective clerical staff and ensure these procedures are followed effective January 1, 2008.

### Kudos

Many thanks to Regina Lee, The Tran, Norma Jacques-Herrera and Felipa Carrillo for assisting with the development of these procedures.

### Table: Office, Staff, Function

<table>
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<tr>
<td>Medi-Cal Service Center (MCSC)</td>
<td>Any worker</td>
<td>Medi-Cal Continuing Worker</td>
</tr>
<tr>
<td><strong>NOTE:</strong> Theresa Nelson is the Medi-Cal liaison for the Bill Wilson Center.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Contact Person(s): Tomás Dolcini, Application and Decision Support Manager, (408) 491-6700.