## Level of Housing Assistance Determination

<table>
<thead>
<tr>
<th><strong>Level</strong></th>
<th><strong>Housing Barriers</strong></th>
<th><strong>Rental History</strong></th>
<th><strong>Credit History</strong></th>
<th><strong>Financial Status</strong></th>
<th><strong>Criminal History</strong></th>
<th><strong>Mental Health/Substance Abuse</strong></th>
<th><strong>History of Landlord/Tenant Issues</strong></th>
<th><strong>History of Homelessness</strong></th>
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<tbody>
<tr>
<td><strong>LEVEL 1</strong></td>
<td>Established local history; no evictions; Landlord references are fair to good</td>
<td>Good, with the exception of a few late utility and/or credit card payments</td>
<td>No significant barriers except financial; very low income; insufficient emergency reserves</td>
<td>None that effect housing</td>
<td>None that effect housing</td>
<td>Can provide at least one positive landlord reference</td>
<td>No prior incidence of homelessness</td>
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<td><strong>LEVEL 2</strong></td>
<td>Limited or out-of-state. May have 1-2 explainable evictions for non-payment. Prior landlords may report a problem with timely rent.</td>
<td>Includes late or missed payments</td>
<td>Financial barriers include very low income, may have inconsistent employment, poor budgeting skills.</td>
<td>Household has no serious criminal history, but may have a few minor offenses such as moving violations, a DUI, or a misdemeanor</td>
<td>No serious mental illness or chemical dependency that affects housing retention.</td>
<td>May lack awareness of landlord-tenant rights/responsibilities.</td>
<td>May have been homeless once before.</td>
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<td><strong>LEVEL 3</strong></td>
<td>Includes up to 3 evictions for non-payment. Prior landlord references fair to poor. Partial damage deposit returned. Some complaints by other tenants for noise.</td>
<td>Includes late payments and possible court judgments for debt, closed accounts.</td>
<td>Household is very low income, has periods of unemployment, no emergency reserves, lacks budgeting skills.</td>
<td>Some criminal history, but none involving drugs or serious crimes against persons or property.</td>
<td>Problems with mental health or alcohol/substance use that somewhat impacts compliance with tenancy requirements.</td>
<td>May have deficits in care of apartment, landlord-tenant rights/responsibilities, and communications skills with landlord and/or other tenants.</td>
<td>May have lost housing and been homeless several times in past.</td>
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<td><strong>LEVEL 4</strong></td>
<td>Includes up to five evictions for non-payment and/or lease violations; Landlord references poor; Security deposit may have been kept due to damage to unit.</td>
<td>Poor, late payments, may include judgment for debt to a landlord, closed accounts.</td>
<td>Extremely low income, no emergency reserves, bank accounts closed, lacks budgeting skills.</td>
<td>Violations may include drug offense or crime against persons or property</td>
<td>May be using drugs/alcohol and/or has mental health problems.</td>
<td>May lack ability to care for apartment or communicate appropriately with landlord and other tenants.</td>
<td>Has likely been homeless multiple times or for more extended periods.</td>
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<td><strong>LEVEL 5</strong></td>
<td>Extremely poor rental history, multiple evictions, serious damage to apartment, complaints.</td>
<td>Credit history includes multiple judgments, unpaid debts to landlords, closed accounts.</td>
<td>Extremely low income, no emergency reserves, bank accounts closed, lacks budgeting skills and no potential to earn more income through employment or otherwise</td>
<td>Extensive criminal background, including multiple violations may include drug offense or crime against persons or property</td>
<td>Active and serious chemical dependency or mental illness.</td>
<td>Unable to comply with lease requirements or interact positively with landlord/tenants; poor apartment management skills, out-of-control behaviors by adult or children.</td>
<td>May have experienced chronic homelessness (multiple and/or extended periods of homelessness).</td>
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<td>Level</td>
<td>Description</td>
<td>Landlord Assistance</td>
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| **LEVEL 1** | The CalWORKs household will need minimal assistance to obtain and retain housing.  
- Financial assistance for housing start-up (e.g. first month’s rent, security deposit, utility deposit)  
- Initial consultation related to housing search (e.g. where to find rental information, how to complete housing applications, documentation needed)  
- Time-limited rental assistance, per client Family Stabilization Plan  
- Home visit/check-in after move-in  
- Offer of services (at tenant request) for up to 3 months | will likely include only program contact information for tenancy concerns |
| **LEVEL 2** | The CalWORKs household will need routine assistance to obtain and retain housing.  
- Financial assistance for housing start-up  
- Time-limited rental assistance, per client Family Stabilization Plan  
- Initial consultation and ongoing assistance with housing search, including bus tickets as needed  
- Development of Housing Plan to work on any identified retention barriers  
- Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met.  
- Services available for up to 6 months, depending on housing problems and progress toward Family Stabilization Plan goals | 6 month availability: landlord can call with tenancy issues and program will respond.  
- Program will check in with landlord periodically for updates.  
- HS Program will relocate household if landlord is considering eviction. |
| **LEVEL 3** | The CalWORKs household will need more intensive and/or longer assistance to obtain and retain housing.  
- Financial assistance for housing start-up  
- Time-limited rental assistance, per client Family Stabilization Plan.  
- Initial consultation and ongoing assistance with housing search, including bus tickets as needed. Staff may accompany client to the landlord interview.  
- Development of Housing Plan to work on any identified retention barriers.  
- Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.  
- Services available for up to 9 months, depending on housing problems and progress toward Family Stabilization Plan goals. | 9 month availability: landlord can call with tenancy issues and program will respond even after services end.  
- Program will check in with landlord periodically for updates.  
- HS Program will relocate if an eviction is being considered. If household will not leave, program may pay court costs.  
- Program may pay or repair damages. |
| **LEVEL 4** | The CalWORKs household will need more intensive and longer assistance to obtain and retain housing.  
- Financial assistance for housing start-up  
- Time-limited rental assistance, per client Family Stabilization Plan.  
- Initial consultation and ongoing assistance with housing search, including bus tickets as needed. Staff may accompany client to the landlord interview.  
- Development of Housing Plan to work on any identified retention barriers.  
- Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.  
- Services available for up to 12 months, depending on housing problems and progress toward Family Stabilization Plan goals. | 12 month availability: landlord can call with tenancy issues and program will respond; ongoing option to call even after Rapid Re-Housing services are ended can be offered or negotiated on a case-by-case basis.  
- Program will check in with landlord monthly (or more often if landlord prefers) for updates/issues.  
- May pay an additional damage deposit and/or last month’s rent in addition to normal start-up costs.  
- HS Program will relocate household if an eviction is being considered. If household will not leave, program may pay court costs of eviction.  
- Program may pay or repair damages. |
| **LEVEL 5** | The CalWORKs Household needs longer or more intensive services; may need staff with more professional training. HS Program refers household to appropriate program thru CAPSLO’s network of agencies. | |