

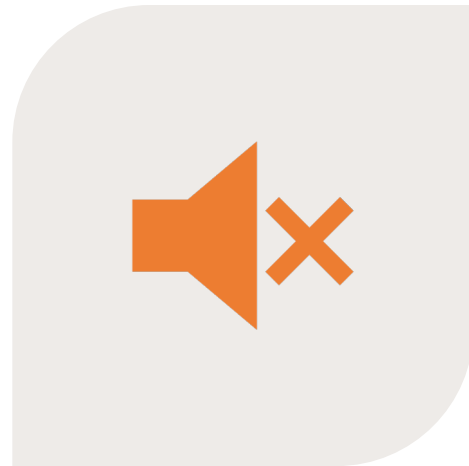
Housing Assistance for Ukrainians (HAU)

Program Review

Hosted by Solvera Consulting, in partnership with California
Department of Social Services' Refugee Programs Bureau



Session Reminders



Mute

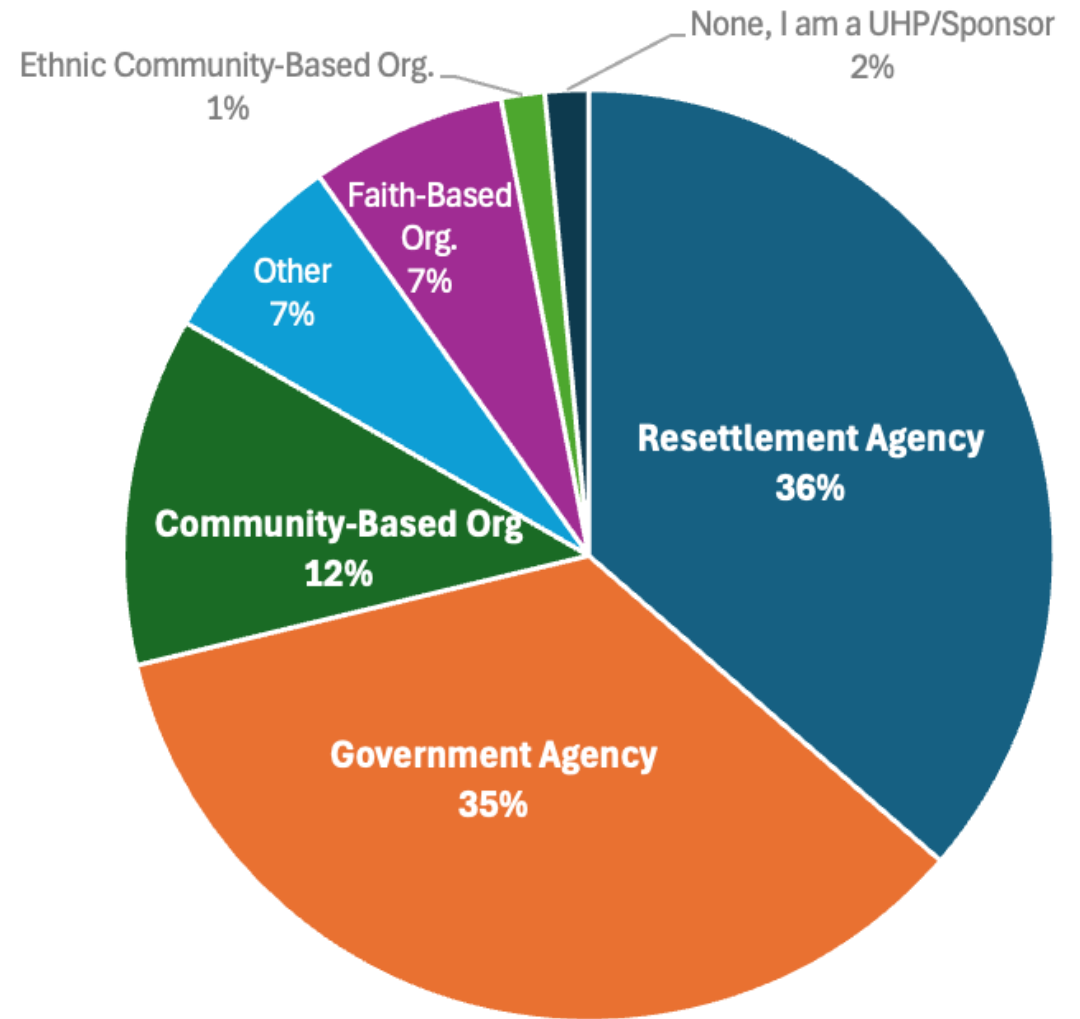


Pre-Submitted Questions,
at the End

Audience

This session is **designed for providers** supporting Ukrainian newcomers, including staff from government agencies, resettlement agencies, and local organizations.

Registrations by Agency Type



Who you are hearing from today



Expectation Setting



Topics

- ✓ Agency/Organization Responsibilities
- ✓ Who can enroll
- ✓ How to enroll
- ✓ Documents needed
- ✓ What to expect



Not Covered

- x Personal details
- x All situations
- x Topics like immigration status, EAD delays, higher education

Learning Goals



After this session you will be able to...

- ✓ Articulate the purpose and goals of HAU program
- ✓ Identify eligibility criteria
- ✓ Locate the nearest HAU provider, if applicable
- ✓ Communicate length and amount of assistance
- ✓ Support others in preparing to apply
- ✓ Refer clients to other forms of housing support

New Resources



Designed to connect Ukrainian newcomers and providers across California to centralized information and resources.

- **For everyone:** Webinars, resource locator, helpful guides, and provider map
- **For providers:** Upcoming trainings registration links, prior session materials, etc

Languages: English and Ukrainian

Demo via Screenshot

New Resources



Resources relevant to HAU

- **Support Guide Home**
<https://www.supportguide.org/>
- **HAU Webpage**
<https://www.supportguide.org/hau>
- **HAU Prep Form**
bit.ly/HAUprep

HAU Program Overview Topics

1

**Overview &
Purpose**

2

**Eligibility &
Application**

3

**Best
Practices &
Additional
Resources**

4

**Question
and Answer**

HAU Program Overview

Housing Assistance for Ukrainians (HAU) is a publicly funded program designed to provide financial support to eligible Ukrainians in California who are near financial crisis, behind on rent, and/or facing eviction.



HAU Program Overview



What is provided?

Those eligible for HAU may receive financial assistance of up to **50% of rent, 1st month deposit, and/or utilities (not to exceed \$10,000 USD)** or for up to six months, whichever comes first, and light-touch case management.

HAU Program Overview

Why?

HAU was developed in recognition of the housing challenges many are facing.

It is designed to supplement public assistance and requires employment services participation, with the ultimate goal of supporting participants in obtaining employment and achieving financial self-sufficiency.

Accepting applications through Sept. 30, 2025.



HAU Program Overview & Status

Who is funding it?

The California Department of Social Services – Refugee Programs Bureau delivered federal pass-through funds from the Office of Refugee Resettlement to local counties to implement the program.

Where is it being implemented?

The program allocated funds directly to “refugee-impacted counties”:

1. Alameda
2. Los Angeles
3. Orange
4. Sacramento
5. San Francisco
6. Santa Clara
7. Stanislaus
8. San Diego
9. All other CA counties:
Catholic Charities Diocese of San Diego (CCDSD)

HAU Program Overview Topics

1

**Overview &
Purpose**

2

**Eligibility &
Application**

3

**Best
Practices &
Additional
Resources**

4

**Question
and Answer**

**Status Type &
Arrival Date**

**Client
Expectations**



**Documentation
Needed**

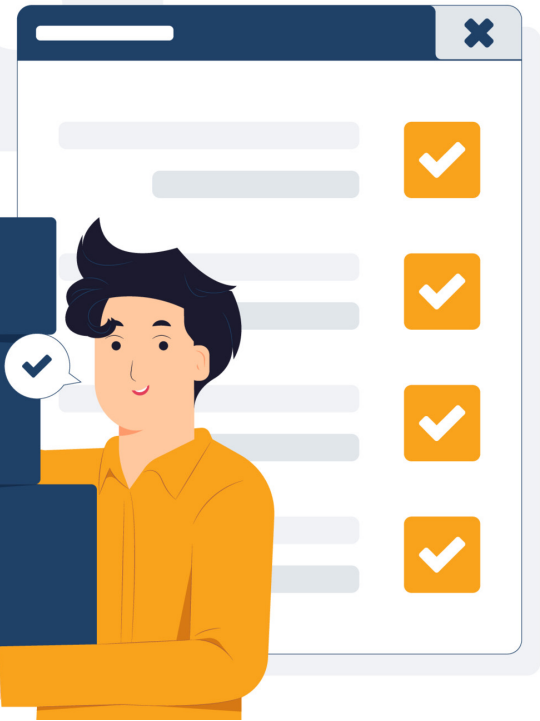
**Updated
Policies**

Eligibility



HAU is available to Ukrainian Humanitarian Parolees who meet all eligibility criteria listed below:

1. Are a Ukrainian *ORR-Eligible population* or have an active UHP status, or can demonstrate proof of re-parole application prior to expiry and previously received HAU*
2. Are near financial crisis, no longer receiving Sponsor's financial support, behind on rent, and/or have an eviction notice.
3. Can provide requested documentation to substantiate need (ie. copy of lease agreement, bank statement, pay stubs, utility bill, etc)



[*ACWDL, issued June 28, 2024](#)



Eligibility: Technical specifics

ORR's PL 22-13, revised May 7, 2024, identifies the following categories of individuals displaced from Ukraine as eligible for resettlement assistance and other benefits. CWDs should note there is no change to categories C and D, and there is currently no eligibility end date for those two groups.

- A. Citizens or nationals of Ukraine who the Department of Homeland Security (DHS) has paroled into the U.S. between **February 24, 2022, and September 30, 2024** (extended from the original end date of September 30, 2023) due to urgent humanitarian reasons or for significant public benefit, known as Ukrainian Humanitarian Parolees (UHPs).
- B. Non-Ukrainian individuals who last habitually resided in Ukraine and who DHS has paroled into the U.S. between **February 24, 2022, and September 30, 2024** (extended from the original end date of September 30, 2023), due to urgent humanitarian reasons or for significant public benefit.
- C. A spouse or child, as defined in section 101(b) of the INA (8 U.S.C. § 1101(b)), of an individual described in section A. or B. who is paroled into the U.S. after September 30, 2023.
- D. A parent, legal guardian, or primary caregiver of an unaccompanied refugee minor or an unaccompanied child described in section A. or B. who is paroled into the U.S. after September 30, 2023. An unaccompanied child is defined within 6 U.S.C. § 279(g)(2).

CWDs are reminded that **Ukrainian nationals who have another ORR-eligible immigration status or category, such as refugee or asylee, are eligible for ORR refugee benefits and services in the standard manner.** They are not required to enter within a particular timeframe, nor is the duration of their eligibility affected by their immigration status or category.

Eligibility: **Not Eligible if...**



Ukrainian newcomers are **NOT** eligible if ***any*** of the following apply:

- Are on TPS only
- Have never received UHP status
- Do not have an active UHP status or proof of submitted re-parole application
- Are receiving other housing assistance (ie. residing with a sponsor, in Section 8 Housing, receiving *other financial housing assistance*)
 - *Currently enrolled* in Matching Grant
- Have the financial ability to pay rent (ie. earned income, savings)



Eligibility Documents: Snapshot

- ❑ **Immigration Status:** active UHP or proof of submitted UHP re-parole application
- ❑ **Signed lease agreement** (or affidavit): incl. name, landlord/ property manager, address, monthly rent amount, all family members as occupants
- ❑ **Bank Statement:** showing current total in applicant's checking and saving accounts

If applicable:

- ❑ **Public Benefits:** *most recent CalWORKS or RCA payments*
- ❑ **Pay stubs** *or other employment verification*
- ❑ **Notice** *of Late payment and/or Eviction Notice*
- ❑ **Utility bill(s)**



Eligibility Documents: Re-Parole Receipt Examples 1

Immigration Status:
proof of submitted
UHP re-parole
application

- ❑ *Form I-797,
Notice of Action*
- ❑ *Form I-131,
Parole Application*

Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-797C, Notice of Action

THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.

Receipt Number IOE0926029081	USCIS Online Account Number	Case Type I131 - APPLICATION FOR TRAVEL DOCUMENT
Received Date 05/24/2024	Priority Date	Applicant
Notice Date 05/30/2024	Page 1 of 1	

Notice Type: Receipt Notice

c/o RABIEI, ELHAM
Carolina Refugee Resettlement Agency
5009 MONROE ROAD SUITE 100
CHARLOTTE NC 28205

Receipt of Request for Parole

This responds to your application for a favorable exercise of parole authority by the Secretary of the Department of Homeland Security (DHS) under INA(§214)(5) on behalf of:

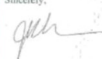
Place of Birth: [REDACTED]
A Number: [REDACTED]

All humanitarian parole requests are reviewed by our office to determine the urgency of the request. Although we are unable to respond to individual requests to expedite a case, please be assured that we consider all evidence submitted to determine whether a case should be expedited.

USCIS is currently receiving an extremely high number of requests for parole. While we try to process all requests for parole quickly and efficiently, you should expect processing delays. We are reviewing your application and will respond to you in writing when we have reached a decision on your case or if we need additional information before we can reach a decision on your case. If you would like to provide additional evidence for your case that was not available at the time of filing, including information regarding a change in circumstances, you can do so in your USCIS online account by selecting "Unsubmitted Evidence." If you do not have a USCIS online account, more information about how to set one up can be found on our website at <https://www.uscis.gov/file-online/how-to-create-a-uscis-online-account>.

Note: If your parole request was filed while the beneficiary named above was located in Afghanistan and the beneficiary has relocated outside of Afghanistan, please notify USCIS of the beneficiary's new location and contact information immediately. You should update the beneficiary's request through your USCIS online account. If you cannot update this information through your USCIS online account, you may send an email to HumanitarianParole@uscis.dhs.gov with the subject line "Beneficiary Relocated Outside of Afghanistan" and the USCIS Receipt Number. You must include the beneficiary's updated contact information, including phone number and email, if available, in the email.

If you have other questions, please visit our web site at www.uscis.gov/contactcenter.

Sincerely,

JESSICA K. LEIGH
Director, Parole Operations

Please see the additional information on the back. We will notify you separately about any other cases you have filed.
USCIS encourages you to sign up for a USCIS online account. To learn more about creating an account and the benefits, go to <https://www.uscis.gov/file-online>.

U.S. Citizenship and Immigration Services
RAIO Parole Operations
999 North Capitol St. NE, Mailstop 2295
Washington, DC 20529-2295
Fax: 202-245-1908 Email: HumanitarianParole@uscis.dhs.gov

USCIS Contact Center: www.uscis.gov/contactcenter

Form I-797C 10/13/21

Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-797C, Notice of Action

THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.

Receipt Number IOE0926029081	USCIS Online Account Number	Case Type I131 - APPLICATION FOR TRAVEL DOCUMENT
Received Date 05/24/2024	Priority Date	Applicant
Notice Date 05/30/2024	Page 1 of 1	

Notice Type: Receipt Notice
Application/Petition Fee: .00
Total Amount Received:
Total Balance Due:

We have received your form and are currently processing the above case. If this notice contains a priority date, this priority does not reflect earlier retained priority dates. We will notify you separately about any other case you filed.

If we determine you must submit biometrics, we will mail you a biometrics appointment notice with the time and place of your appointment.

We did not receive a valid Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative, with your case. If you wish for someone to represent you, please have your attorney or accredited representative submit Form G-28 to the USCIS location listed at the bottom of this notice. For more information on filing G-28, please visit uscis.gov/forms/filing-your-form-g-28.

If you have questions or need to update your personal information listed above, please visit the USCIS Contact Center webpage at [uscis.gov/contactcenter](https://www.uscis.gov/contactcenter) to connect with a live USCIS representative in English or Spanish.

Please see the additional information on the back. You will be notified separately about any other cases you filed.
USCIS encourages you to sign up for a USCIS online account. To learn more about creating an account and the benefits, go to <https://www.uscis.gov/file-online>.

National Benefits Center
U.S. CITIZENSHIP & IMMIGRATION SVC
P.O. BOX 25920
Overland Park KS 66225
USCIS Contact Center: www.uscis.gov/contactcenter

Form I-797C 10/13/21

Eligibility Documents: Re-Parole Receipt Examples 2

Immigration Status:
proof of submitted
UHP re-parole
application

- ❑ Form I-797,
Notice of Action
- ❑ Form I-131,
Parole Application

THE UNITED STATES OF AMERICA
I-797A NOTICE OF ACTION | DEPARTMENT OF HOMELAND SECURITY
U.S. CITIZENSHIP AND IMMIGRATION SERVICES

Receipt Number IOE0925310611	Case Type I131 - APPLICATION FOR TRAVEL DOCUMENT
Received Date 03/28/2024	Priority Date Applicant [REDACTED]
Notice Date 06/12/2024	Page 1 of 2

Notice Type: Approval Notice
Class: UHP
Valid from: 04/05/2024 to 04/04/2026

Notice of Approval for Parole
U.S. Citizenship and Immigration Services has approved your application for new period of parole, or re-parole, under section 212(d)(5) of the Immigration and Nationality Act to remain in the United States (Form I-131).

Form I-94, Arrival/Departure Record
The Form I-94 is proof of your parole and lawful presence in the United States. Your I-94 is attached to this notice.

Parole, Employment Authorization and Other Immigration Benefits
Parole is temporary in nature and does not confer any legal status, but a parolee may apply for any immigration status for which they may be otherwise eligible, such as asylum or adjustment of status to lawful permanent resident. As long as you maintain a valid period of parole, you will be considered as being in, and maintaining, lawful status as a nonimmigrant for purposes of adjustment of status under INA sec. 245(a). See INA sec. 245(c)(2) and 8 CFR sec. 245.1(d)(1)(v).

You may be eligible for employment authorization pursuant to your parole. If you want an Employment Authorization Document (EAD), you must file Form I-765, Application for Employment Authorization along with a copy of this notice reflecting your parole.

Change of Address
You are required, under penalty of the law, that non-U.S. citizens must report a change of address within 10 days of moving within the United States or its territories, unless the individual is in the United States for less than 30 days and does not possess a visa. Parole beneficiaries, if residing in the United States longer than 30 days must report their physical address in the United States. Compliance with the requirement to notify USCIS or any address changes is a condition of your parole. Failure to comply could jeopardize the ability to obtain a future visa or other immigration benefits. You can change your address online and update your address on any pending applications and petitions at the same time using the USCIS Online Change of Address system at uscis.gov/addresschange. You may also complete and mail to USCIS a paper Form I-487-11, Change of Address Card. If you change your address by mail, USCIS strongly recommends using certified, registered or return receipt mail. This will provide documentation that the form was mailed to USCIS. For more information, please visit the address change page listed above.

Termination of Parole
Please see the additional information on the back. You will be notified separately about any other cases you filed.
USCIS encourages you to sign up for a USCIS online account. To learn more about creating an account and the benefits, go to <https://www.uscis.gov/file-online>.

National Benefits Center
U.S. CITIZENSHIP & IMMIGRATION SVC
P.O. BOX 25920
Overland Park, KS 66225
USCIS Contact Center: www.uscis.gov/contactcenter

PLEASE TEAR OFF FORM I-94 PRINTED BELOW AND STAPLE TO ORIGINAL I-94 IF AVAILABLE

Detach This Half for Personal Records	Receipt# IOE0925310611	Receipt Number IOE0925310611
	I-94# [REDACTED]	US Citizenship and Immigration Services
	NAME [REDACTED]	
	CLASS UHP	
	VALID FROM 04/05/2024 UNTIL 04/04/2026	
	APPLICANT [REDACTED]	
		I-94 Departure Record
		14. Family Name [REDACTED]
		15. First (Given) Name [REDACTED]
		16. Date of Birth [REDACTED]
		17. Country of Citizenship Ukraine

FORM I-797A (REV. 03/2015)

Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-797C, Notice of Action

THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.

Notice to Applicants	CASE TYPE I131 - APPLICATION FOR TRAVEL DOCUMENT	NOTICE DATE 05/30/2024
APPLICATION/PETITION/REQUEST NUMBER IOE0926029081	USCIS AP [REDACTED]	CODE N/A
ACCOUNT NUMBER [REDACTED]	TCR	SERVICE CENTER HAB
		PAGE 1 of 1

U.S. Citizenship and Immigration Services (USCIS) has received your form and is currently processing your application, petition, or request. This notice informs you that USCIS is able to reuse your previously captured fingerprints and other biometrics. USCIS will run the same security checks and use your biometric data as in the past; however, it is not necessary for you to appear at a USCIS Application Support Center (ASC) for a biometrics appointment. The biometrics fee will not be refunded.

USCIS is continuing to process your application, petition, or request. USCIS will contact you in writing if any additional information is necessary to resolve your case.

This notice is not an approval of your pending application, petition, or request.

To ensure you receive all correspondence from USCIS, you must update your address if you move. For instructions, visit <https://www.uscis.gov/addresschange>.

USCIS may use your biometrics to check the criminal history records of the FBI, for identity verification, to determine eligibility, to create immigration documents (e.g., Green Card, Employment Authorization Document, etc.), or any purpose authorized by the Immigration and Nationality Act.

You may obtain a copy of your own FBI record using the procedures outlined within Title 28 C.F.R., Section 16.32. For information, please visit: <https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/identity-history-summary-checks>

For Privacy Act information, please visit <https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/compact-council/privacy-act-statement>

If you have questions regarding this notice, please call the USCIS Contact Center at 1-800-375-5283 (TTY 800-767-1833).

If you have a pending N-400 application, find more information and study materials by visiting the Citizenship Resource Center at uscis.gov/citizenship.

If you have any questions regarding this notice, please contact the USCIS Contact Center at 1-800-375-5283.

If this is an interview or biometrics appointment notice, please see the back of this notice for important information.

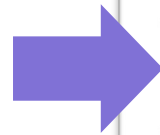
Form I-797C 10/13/21

Eligibility Documents: Re-Parole Receipt Examples 3

Immigration Status:

proof of submitted
UHP re-parole
application

- ❑ *Form I-797,
Notice of Action*
- ❑ *Form I-131,
Parole Application*



7:52 📶 🔋 22

I-131 Application for Travel Document

Submitted on March 22, 2024
Receipt # IOE0925076348

Important reminder if you need to update a beneficiary's physical address or phone number

If you are requesting parole on behalf of a beneficiary, you may update their physical address or phone number.

Visit the [Unsolicited Evidence page](#) and upload a letter that includes the following:

- Beneficiary's first and last name
- Receipt number of Form I-131 you filed for the beneficiary
- Reason for change in address and/or phone number
- New address and/or phone number
- Copy of the identity document submitted for the beneficiary with the original form I-131

beneficiary with the original form I-131

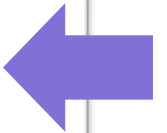
Sections

Case Status ▾

March 22, 2024
Case Was Received And A Receipt Notice Was Sent

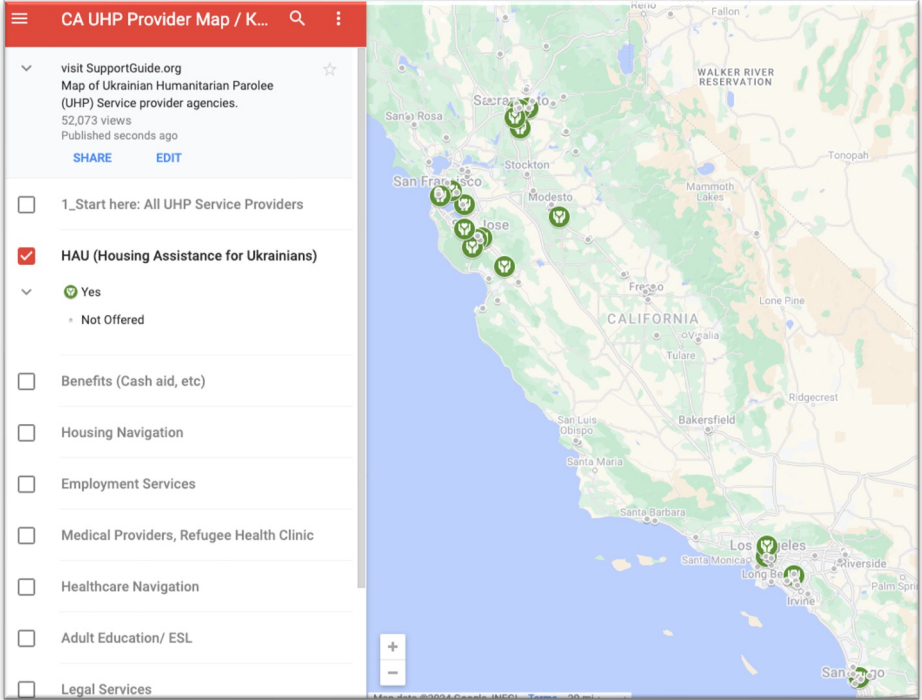
On March 22, 2024, we received your Form I-131, Application for Travel Document, Receipt Number IOE0925076348, and sent you a receipt notice or acceptance notice. The notice describes how we will

my.uscis.gov — приватно



Applying for HAU

Each county's application process and location varies. HAU Applicants are instructed to inquire at their **local Dept. of Social Services/ Human Assistance office** first, or contact their [County Refugee Coordinator](#). The Local DHA/DSS supports the client in applying, or refers them to their county's implementing partner(s).



Required Participation

Employment Services (RSS/ AJCC)

- Job Readiness Classes
- Vocational English Improvement
- Job search & Resume Help
- Interview Prep & New Hire Paperwork Support
- Financial Assistance for required job-related items (ie. special boots, etc)
- Retention Support



HAU Program Overview Topics

1

**Overview &
Purpose**

2

**Eligibility &
Application**

3

**Best
Practices &
Additional
Resources**

4

**Question
and Answer**

Best practices by stakeholder



BEST PRACTICE

There are actions that everyone involved in HAU can take to make the program run more smoothly and benefit more, eligible, Ukrainian newcomers

- Those helping individuals applying
- County Staff
- supporting agencies

Support Applicants: to Apply



While each county's process varies, it is recommended that applicants start at their county benefits office and prepare in the following ways:

1

Review Eligibility Criteria

Review eligibility to ensure you meet all criteria and do not have any situations that may disqualify you

2

Apply at County Provider

Locate and contact your County Provider to apply

Find your provider 🔍

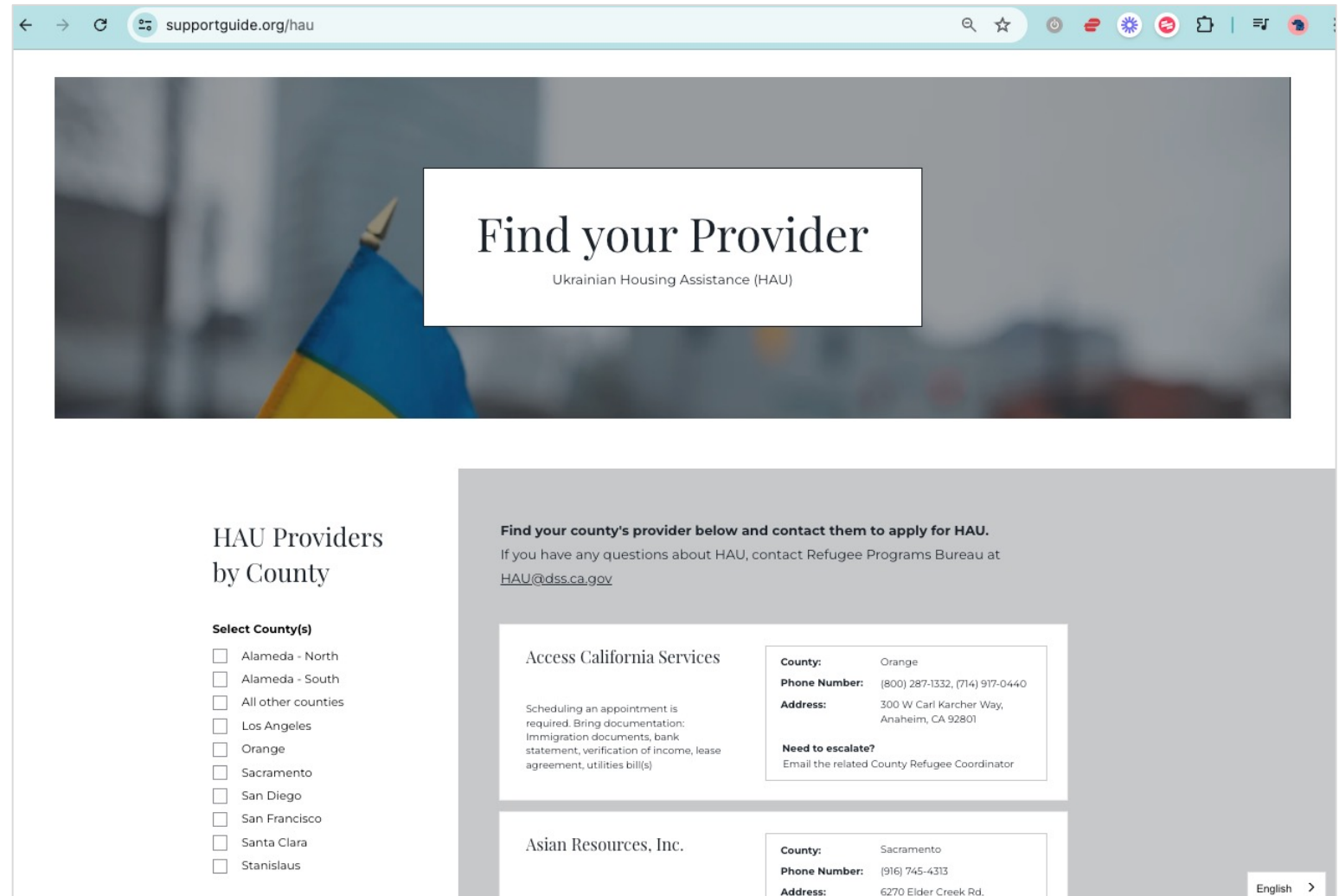
3

Prepare

Optional: Use the HAU guide to ensure you meet requirements and have all documentation.

Prepare to engage in employment services

Support Applicants: Locate where to apply

A screenshot of a web browser displaying the URL supportguide.org/hau. The page has a header with a background image of a Ukrainian flag and a white box containing the text "Find your Provider" and "Ukrainian Housing Assistance (HAU)". Below the header, there is a section titled "HAU Providers by County" with a list of counties and checkboxes. To the right, there is a section titled "Find your county's provider below and contact them to apply for HAU." with instructions and contact information for two providers: "Access California Services" and "Asian Resources, Inc." The browser's address bar and various icons are visible at the top of the page.

supportguide.org/hau

Find your Provider

Ukrainian Housing Assistance (HAU)

HAU Providers by County

Select County(s)

- Alameda - North
- Alameda - South
- All other counties
- Los Angeles
- Orange
- Sacramento
- San Diego
- San Francisco
- Santa Clara
- Stanislaus

Find your county's provider below and contact them to apply for HAU.
If you have any questions about HAU, contact Refugee Programs Bureau at HAU@dss.ca.gov

Access California Services

Scheduling an appointment is required. Bring documentation: Immigration documents, bank statement, verification of income, lease agreement, utilities bill(s)

County: Orange
Phone Number: (800) 287-1332, (714) 917-0440
Address: 300 W Carl Karcher Way, Anaheim, CA 92801

Need to escalate?
Email the related County Refugee Coordinator

Asian Resources, Inc.

County: Sacramento
Phone Number: (916) 745-4313
Address: 6270 Elder Creek Rd,

English >

Support Applicants: Prep

Each county has their own application, however applicants can prepare for the process by completing the **informal, HAU Prep Form** in advance. Then the information is present and can simply be transferred.

It also indicates, **helpful elements for eligibility review** such as: Status, contact information, date of arrival, cash aid status, financial information, prior HAU engagement, disqualifying programs (MG, Low-income housing), and reminders to bring all needed documentation (with examples).

Housing Assistance for Ukrainians

Use to assist an applicant in preparing for HAU.

Applicant Information

Applicant Name: _____

Preferred Language: Ukrainian Russian Case Size: _____ Number of Adults: _____

Phone: _____ Date of Arrival (MM/DD/YY): _____

Email: _____ Eligibility: UHP UHP Re-Parole, Applied

County: _____ Impacted: Yes No Monthly Earned Income: _____

Avg. Mo. Public Cash Aid: _____ Current Bank Total: _____

Applied for HAU at: _____ Org. Assisting client: _____
(Agency Name)

Ind. Assisting client: _____

Has client received HAU before? Yes No Enrolled in Matching Grant? Yes No

Rental Information

Rent Due to: _____

Unit Subsidized/ Low-Income? Yes No

Monthly Rent: _____

Bedroom(s): _____ Bathrooms _____

Address: _____

Utility Information

Utility Company: _____

Utility Bill Total: _____

Number of Months Included: _____

Notes: _____

Check off all documentation included. Proof of:

- Immigration Status:** active UHP or proof of submitted UHP re-parole application
- Signed lease agreement:** incl. name, landlord/ property manager, address, monthly rent amount, all family members as occupants
- Bank Statement:** showing current total in applicant's checking and saving accounts

If applicable:

- Public Benefits:** most recent CalWORKS or RCA payments
- Pay stubs** from the last month or more
- Notice of Late payment and/or Eviction Notice**
- Utility bill(s)**

Support Applicants: Reminders

- **Receiving public cash assistance, like HAU, comes with requirements!**
 - **It is required to participate in employment services** (RSS, EDD, etc) to be eligible
 - HAU's goal is that after HAU assistance, applicants will be closer to achieving self-sufficiency
- **HAU is for those near financial crisis**, even after taking all possible steps to reduce expenses.
- **Living in California is expensive.** Do everything you can to reduce your expenses until you can afford living expenses without subsidies.



Best Practices for County Staff

Familiarize yourself with your county's:

- HAU provider(s)
- County Refugee Coordinator (CRC)
- Intake process and forms
- Required activities

If the county is the HAU administrator:

1. Review policy guidance in detail (RCLs, ACWDL, erratums, etc)
2. Review status documentation samples & program requirements
3. Familiarize yourself with where and how to case note for program compliance

Best Practices for County Staff

< Back < Previous Next >

Cultural Considerations

Sep 14, 2023

Cultural Considerations when wor... Watch later

Cultural Considerations

Ukrainian Support Convening

Hosted by Solvera Consulting, in partnership with California... Programs Bureau

Watch on YouTube

Overview Additional Resources

Presented with Nova Ukraine, this session is designed for educators and non-Slavic direct service staff. The session reviews similarities and differences between Ukraine and California to help service providers better understand how to support newly arrived UHPs. This session is available in English only.

Best for:
Service Providers, Government Staff, Educators

Guest Presenters:
Nova Ukraine

Download Slides

English Ukrainian Russian



Provide compassionate, informed services.

Watch the **Cultural Considerations** webinar

Best Practices for ECBOs & CBOs

Communicate expectations early & often

- Eligible ≠ Entitled to funds
- All assets must be disclosed
- If approved, they *must* participate in employment services and communicate regularly with agency's caseworker

Familiarize yourself with your county's:

- HAU provider(s)
- County Refugee Coordinator (CRC)
- Intake process and forms
- Required activities



- Be curious with those you're assisting
- Ask for SPECIFICS about what happened
- When needed, connect with the local HAU administrator
- ✓ Have patience
- ✓ Explain the full process
- ✓ Have a list of other, housing support resources available

Best Practices for ECBOs & CBOs



Accessing Subsidies

Aug 24, 2023

Overview Additional Resources

With a guest presenter from CA Public Utilities Commission, "Accessing Subsidies" covers topics such as: How to accessing subsidies for utility payments, one-time smart phones and discounts, listening in Ukrainian and available for this session.

Best for: UHPs and Sponsors, Service Providers, Government Staff

Guest Presenters: CA Public Utilities Commission

Download Slides

English Ukrainian

Listen in Ukrainian or Russian

1	2	3	4
Phone & Internet	Utility Bills	Housing/Rental Assistance	Navigating Available Resources

Getting Help in the First Years: State and Local Organizations

Apr 22, 2024

Overview Additional Resources

Solvera staff did a basic overview on different refugee and state agency types, tips for engaging with agencies, expectations on how long benefits and assistance processes may take, and additional resources for the first few months of arrival.

Best for: UHPs and Sponsors, Service Providers

Guest Presenters:

Hosted by Solvera Consulting, in partnership with California Department of Education, Refugee Programs Bureau

HAU Program Overview Topics

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**Overview &
Purpose**

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**Eligibility &
Application**

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**Best
Practices &
Additional
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**Question
and Answer**

HAU Question & Answer Categories

1. Eligibility
2. Documentation and Verification
3. Payment and Support Details
4. Administrative and Procedural
5. Communication and Coordination

Housing Assistance for Ukrainians
Question and Answer

The information below is provided by California Department of Social Services' Refugee Programs Bureau in response to submitted and frequently asked questions regarding the Housing Assistance for Ukrainians (HAU) Program. Questions highlighted in yellow were covered during the July 30th, 2024 webinar.

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For detailed and technical information regarding these responses, please visit the source guidance as provided in the Refugee Coordinators Letters referenced below.

DCI 27-07

Question and Answers: Eligibility



	Question Number	Page
Are all Ukrainians/UHPs entitled to HAU? No, HAU is not an entitlement program, it is a supportive services program. Potential clients will need to work with an HAU administrator through one of the eight refugee-impacted counties or CCDSD to determine if they are eligible for HAU. Clients determined to be eligible for the HAU program will be considered for housing assistance based on the immediacy of their housing needs and level of instability. This is determined based on the client's household attributes at the time of application. Counties administering HAU are advised to create a matrix of these attributes to determine level of vulnerability and need, with a focus of distributing assistance to clients with the greatest need.	1	2

Question and Answers: Eligibility



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I currently live in an apartment that is considered an “affordable housing unit”, am I eligible for HAU? If not, why?	2	2
<p>HAU was created to assist eligible Ukrainians/UHPs with housing needs following the displacement of so many Ukrainians during the ongoing war between Russia and Ukraine. HAU assistance cannot be combined with other housing subsidy supports as outlined in RCL 23-03. Other housing subsidy supports (commonly referred to as low-income housing, affordable housing, Section 8, etc.) are considered government and/or any other-sponsored economic assistance aimed toward lessening housing costs for qualifying individuals. Applicants who are currently receiving government and/or any other-sponsored housing support are ineligible for HAU assistance. Should their current housing circumstances change, they may reapply for HAU at that time.</p>		



Question and Answers: Documentation & Verification

	No.	Page
What am I required to tell a client if I determine they are ineligible for HAU?	8	4
<p>Please refer ineligible clients to other housing and supportive resources in your local area.</p> <p>Additional and specific resources for Ukrainians can also be found at www.SupportGuide.org/hau</p>		
Can a client receive HAU if they are employed?	10	4
<p>Yes, but it also depends on the client's monthly income. For instance, if the client makes \$10,000 a month from employment, their ability to afford rent must be considered. It is up to the service provider to determine the client's financial eligibility. Note that if the primary applicant is employed, they do not need to participate in employment services, as a paystub or employment verification will fulfill the employment requirements. Ensure that proper documentation is reflected in the client's file.</p>		



Question and Answers: Payment & Support Details

	Number	Page
Can HAU payments be made directly to a client?	12	6
<p>HAU financial assistance may be paid directly to the landlord or client; however, counties should inform clients that receiving direct payment for HAU may affect the amount of other public assistance they receive, as direct assistance may be considered a source of income. <i>RPB strongly recommends payments be made directly to landlords when it is feasible to do so.</i></p>		

Question and Answers: Payment & Support Details



	Number	Page
Can clients receive 6 months of consecutive support, or six instances of assistance?	13	6
<p>While HAU administrators may provide six instances of assistance, RPB strongly recommends HAU assistance be dispersed in a consecutive six (6) month sequence to promote stability and enable clients to focus on becoming employed and work towards self-sufficient during the six-month period. Please keep in mind, funding is limited for the HAU program and a client may come back at a later date requesting HAU assistance when funds are no longer available. Thus, RPB strongly recommends consecutive assistance for those who demonstrate the most need but has given autonomy to county administrators based on individual client circumstances.</p>		



Question and Answers: Payment & Support Details

	Number	Page
Does the HAU amount change if their household size or income changes?	14	6
<p>HAU rental assistance is determined during the application process by the program administrator. Assistance is determined based on the immediacy of an applicant's housing needs and level of instability according to their household attributes at the time of application. The list of attributes as outlined in RCL 23-03 should be used when determining the duration and amount of household subsidy. Counties are encouraged to evaluate household attributes and individual circumstances on a case-by-case basis, in line with their existing procedures and processes, to ensure subsidy amounts and durations are equitable and appropriate to household needs</p>		



Question and Answers: Administrative & Procedural

	Number	Page
What do I (county staff) need to do to access HAU funds for a client? For applicants located in refugee non-impacted counties, they can reach out directly to CCDSD at HAU@ccdsd.org . For the following refugee impacted counties, Alameda, Los Angeles, Orange County, Sacramento, Stanislaus, San Diego, San Francisco, and Santa Clara, applicants/ service providers can reach out to their local County Refugee Coordinator: https://www.cdss.ca.gov/Portals/9/CAFSP/Refugees/ Lists/CRC_Listing.pdf	15	7



Question and Answers: Communication & Coordination

	Number	Page
Who should we contact if we're recognizing trends in issues? If you are in a refugee-impacted county, please reach out to your County Refugee Coordinator if you are recognizing trends or issues. For those in refugee non-impacted counties, you may reach out to CCDSD at HAU@ccdsd.org. All are welcome to also reach out to the CDSS Refugee Programs Bureau at RPB@dss.ca.gov.	20	8

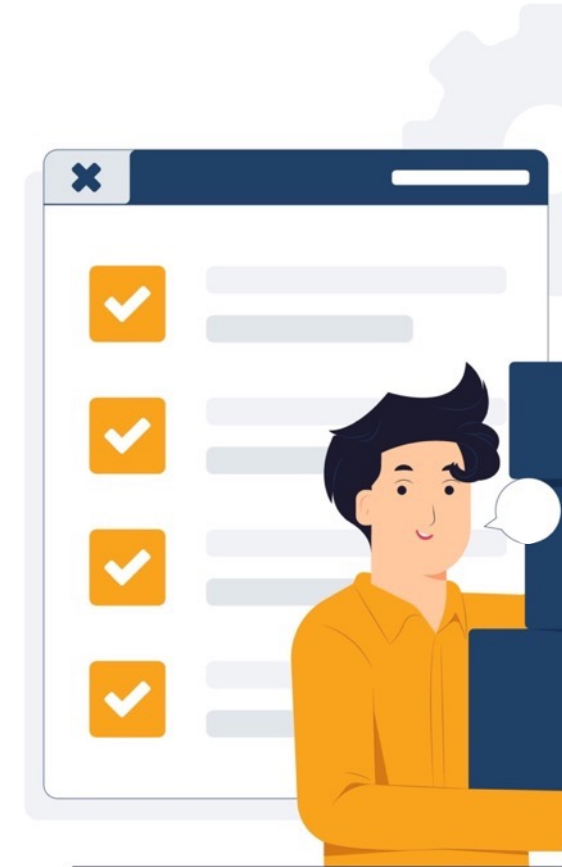
Next Steps

After this session you will receive:

- ✓ Link to session recording & slides
- ✓ Referenced links

More questions?

- Email HAU@dss.ca.gov and/or UHPinfo@solveraconsult.com
- Visit RPB's HAU webpage – Coming soon: <https://www.cdss.ca.gov/ukraine-resources/hau>
- Within 30 days: Formal FAQ



Summary: *Your keys to success*



- **Seek understanding / Ask:** the client's goals and the agency's goals could be different. Talk about it!
- **Patience:** *ask* what their expectations are
- **Request eligibility documents**
- **Communicate:** Regular interaction with client(s)
- **Advocate:** if a mistake was made, bring it up, and be ready to make it right
- Take time to communicate specifically with client advocates and ECBOs/CBOs



Complete a **Feedback Survey** & Request **Future Session Topics**

Email the hosts: UHPinfo@solveraconsult.com
HAU@dss.ca.gov