

# Documentation and Eligibility Scenarios

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## Jim

Jim is a 60-year-old former veteran who has been living on the streets for the past ten years. He has lived in various makeshift shelters and occasionally has stayed at the south napa shelter. Jim regularly uses crutches and says he has anxiety and chronic pain but doesn't have a primary care provider he's connected to because he doesn't trust doctors.

*If Jim is currently on the streets, he would be experiencing literally homelessness, Category 1. Jim could also fit the definition of being chronically homeless, depending on what a full timeline looks like for the lengths and breaks in homelessness. Disability would need to be verified by a licensed professional who is able to diagnose and treat the referenced conditions. Documentation for Jim might include HMIS records of program enrollment in shelter or outreach, and/or references by other service providers who have worked with Him and know him to be experiencing homelessness through they role in working with him.*

## Steve

Steve lost his job earlier this year and couldn't afford his rent. He crashed with various buddies until the last one kicked him out about a month ago. Luckily, he got spotted by his cousin Jose shortly after. Jose initially said Steve could stay at his place, but now that Steve is coming home high each night, Jose told him he must find somewhere else to live by the end of the week. Steve has no other friends or additional family in the area and no money to pay for a hotel or his own place.

*Steve is not experiencing literal homelessness, but Category 2, imminent risk of homelessness, since he is at risk of losing his current housing within 14 days and has no other means of acquiring housing. Documentation from Steve might include a letter/email from Jose confirming the timeframe and financial statements. Steve's disability status is unknown but would not qualify as chronically homeless due to lack of literal homelessness and required time experiencing homelessness.*

## Lori

Lori has been married the past two years to a man she says has been increasingly controlling and abusive. She says that he has constantly been accusing her of cheating and is starting to get physically and emotionally abusive towards her giving her PTSD. Last night he threatened he

was going to kill her, so she headed to her local shelter, taking just a small backpack with her with a few key documents.

*Lori is not currently experiencing Category 1 literal homelessness but is actively fleeing a domestic violence situation qualifying her as Category 4. Since Lori is presenting at a shelter, the assumption can be made that she lacks other resources, support networks, and a safe alternative space to stay. Documentation might include self-certification or HMIS record showing enrollment in a shelter program.*

## Julie

Julie is on the community queue and just received a referral to a PSH program. As you try to find Julie and work with her to collect documentation and fill out program paperwork, you discover that she is currently living as an in-home caregiver for her aunt. Other than being an in-home care giver, Julie has no other place to live and has no formal lease or paperwork with her aunt. You know that prior to living with her aunt as an in-home caregiver, Julie was working with street outreach and the CARE team. How does the fact that she is now an in-home caregiver for her aunt impact her eligibility for PSH?

*If the length of stay with the aunt is over 7 nights, it would be considered a break in homelessness, even without a formal arrangement or lease. This means Julie would need to come from a homeless situation first before being enrolled in PSH (emergency shelter or unsheltered). Working with the CARE team and a PSH referral suggests Julie would have a qualifying disabling condition pending documentation, but chronic homeless eligibility requires a household must come from a homeless living situation. This could be an unsheltered situation, or an emergency shelter. Transitional housing, doubled up scenarios, temporarily staying with friends and family, and/or the client paying for a hotel/motel themselves would all disqualify someone under HUD's definition of chronic homelessness.*

## Richard

Richard just received a referral to a PSH project on May 18<sup>th</sup>. His case file contains:

- Statements made by outreach workers (recorded by your intake staff) describing Richard's time living on the streets of Fairfield for 11 continuous months, from June to April of 2026.
- Intake staff's observations of disability, attached to a Social Security Disability check dated 31 days after Richard's entry.
- An HMIS record that an outreach worker contacted Richard at a Burger King in American Canyon, where he was sleeping in a nearby tent, on May 15, 2026.

*We know that Richard has 11 continuous months of documentation from street outreach, and the documented encounter in May of 2025 would certify Richard for the entire month of May, thus completing the 12 continuous months of homelessness requirement. Since the May 15<sup>th</sup> date encounter is within 14 days, it also serves to verify current homelessness status, allowing for enrollment through the end of May. The SSDI statement can serve as documentation for the disabling condition.*

## Aram

Aram currently sleeps in a tent by the creek where he has been the past 10 months. Before that she was sleeping on a friend's couch for 2 weeks after she left a substance use treatment

facility where she resided for 2 months. Before the facility, she was enrolled in a transitional housing program for 6 months after she was in a shelter for a month. Before the shelter, Arami was living in the caves for 3 months.

*While Aram qualifies as Category 1, literal homelessness, only 3 separate episodes of homelessness instead of 4 would mean a lack of chronic homelessness status, assuming the disabling condition is substance use disorder and can be verified.*

## Jordan

Jordan was referred to a PSH project in May of 2026. His case file contains:

- Jail records for 2 months, from January to February of 2026.
- Written verification from a prison counselor that Jordan has a disability.
- Written observations by outreach workers stating that before his booking at the jail, Jordan spent 10 continuous months sleeping in shelters and living in the streets in Napa County.

*Jordan currently has 12 months of continuous homelessness, as the institutional stay in the jail was for under 90 days. A stay beyond 90 days would be considered a break in homelessness and not count towards the continuous 12-month period. In order to understand if Jordan fits the chronic homeless definition, we would need to know the current living situation is a qualifying one and have a confirmed disability. It is unclear what certifications the prison counselor might have, but they would need to be certified by the state to both diagnose and treat the condition. If the counselor was some kind of psychologist/psychiatrist, that documentation would be sufficient, but if they were a non-clinical social worker, it would not be.*