



SACRAMENTO
STATE

Emergency Housing 101:

**Implementation, lessons learned, and best practices
gained from offering emergency housing, hotel
vouchers, and host home services**

Beth Lesen, PhD
Associate Vice President, Dean of Students

Danielle Munoz, MS, LMFT
CARES Office Case Manager

Redefine the Possible™

CARES Office

Crisis Assistance &
Resource Education Support

- Provide support to students experiencing unique challenges
- Coordinate Basic Needs Referrals for students
- Coordinate Behavioral Intervention Team Referrals
- Single Point of Contact for students experiencing homelessness
- CalFresh Application Assistance



CALIFORNIA STATE UNIVERSITY
SACRAMENTO

Housing Resources at CSUS

- Student Emergency Housing – on campus
- Hotel support- off campus
- Host Home- off campus
- Rapid Re-housing coming soon!

Student Emergency Housing-

On campus

Support offered:

- Up to 30 days in the residence halls
- 4 bed capacity- 2 female, 2 male
- May qualify for 2 meals a day in the Dining Commons

Services Offered:

- Meets with Case Manager weekly while in emergency housing
- Resource education, referrals

Requirements:

- No GPA requirement, open to undergraduate and graduate students
- Must be enrolled student in at least 6 units and experiencing homelessness, priority given to full-time enrolled students

Implementation

- Campus wide basic needs task force
 - Students, staff, faculty, administrators
 - Identified a bundle of recommended basic needs interventions to include emergency housing
- Administrator efforts
 - Collaborate with University Housing, Dining Services
 - Review and approval by University President

Campus partners

University Dining Services

- Create a protocol for assigning and issuing meal cards
- Designate the account that will be invoiced
- Designate a point person who will be informed when a student moves in

University Housing

- Create a separate online application for the adjusted time of 30 days
- Create a protocol for during *and* after hours booking
- Designate a point person who will be informed when a student is approved for housing

Challenges, Lessons Learned

Challenges

Students need extensions

Students will miss appointments

Students sharing a room may not get along

During weekly meetings, student issues arise frequently

After hours bookings are still a challenge but can be done

Some students may not find housing due to issues beyond university scope

Lessons Learned

Create a policy/guideline for extensions

Create a guideline/communication for missed appointments

Have open communication with Res Life staff when conflict resolution is needed

Use weekly meetings to assess not only long term housing but addressing any issue as they come up

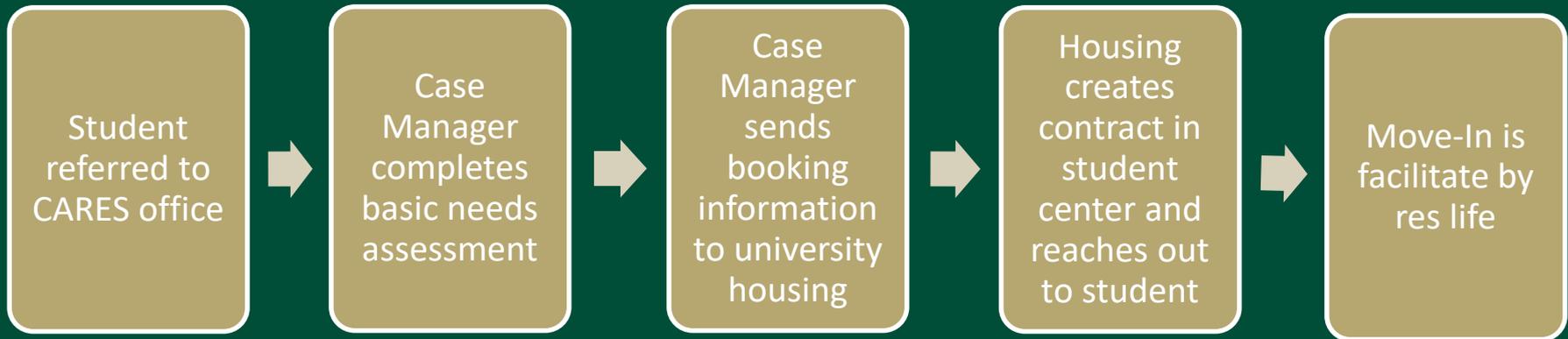
Create an after-hours check-in process with housing

Have a list ready of community housing resources that students can use if the emergency housing was not successful

Emergency Housing Manual

- Identify Campus Partners
- Determine point of contacts for booking, meal plan, and res life
- Outline services and amenities offered (rooms, beds, linens, furnishings, etc.)
- Outline booking procedures (during AND after hours)
- Detail the check-out procedures (with a plan for students who refuse to leave)
- Outline program compliance guidelines and what parameters will be used to determine if a student needs to be removed from housing
- Include appendix of standard email notifications sent to students and staff, the application, and other documents involved

Referral → Move-in process



Thank you!

Questions?



Beth Lessen, PhD Beth.lesen@csus.edu
Danielle Munoz danielle.munoz@csus.edu
cares@csus.edu

CALIFORNIA STATE UNIVERSITY
SACRAMENTO