

Pasadena Public Health Department, Pasadena, CA: "Operation Link"



CHALLENGE

Many clients we serve are not eligible for available housing subsidies, due to their type/category of homelessness or immigration status.



STRATEGIES

- Refer clients that do not meet housing subsidy eligibility criteria to employment services and assist/support them in increasing their income.
- Add undocumented clients to flexible subsidies waitlist, managed by our Housing Matcher



OUTCOMES

Of the 54 individuals we have enrolled to date, nine have obtained permanent, stable housing, and eight have increased their income through employment. As a result, they have achieved greater housing stability.



TIPS

Meet each individual where they are. Clients that are not eligible for subsidies should focus on obtaining or increasing income through employment. Refer literally homeless clients to available subsidies.