Making Rapid Re-Housing Successful in Rural Communities

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COHHIO CONFERENCE - APRIL 11, 2016

Presentation Agenda

• Rapid Re-Housing Overview
• OH BoSCoC: Performance Measurement Committee
• Performance Measurement Plan
• PMP Evaluation: Quarterly Performance Reports
• Rapid Re-Housing across Ohio Planning Regions
• Additional RRH Resources: Rapid Re-Housing Ohio

Rapid Re-Housing Overview

• Housing First Intervention to quickly re-house households who are homeless
• Urban and Rural Communities
• Core Components
  * Housing Identification
  * Rent/Move-In Assistance
  * Supportive Services
Rapid Re-Housing Overview

- Offered without pre-conditions; income, employment, treatment, sobriety, etc.
- Resources & Services tailored to unique needs of Individual/Family
  - Progressive Engagement

Rapid Re-Housing Overview

Aligns with HUD’s HEARTH Act
  - RRH as an exit strategy to end homelessness
  - No one should be homeless for longer than 30 days

Long term shelter stays are debilitating
  - Most households enter/exit homelessness quickly
  - Primarily economic reasons

Rapid Re-Housing Overview

Meets clients primary need/goal:

**Housing**
OH BOSCOC Performance Management Plan

- Identifies project performance
- Outlines how performance is measured and monitored
- Helps to manage performance and access ongoing funding
- Approved by the BoSCoC Board annually

OH BOSCOC Performance Management Committee

- Formed in 2013
  Consists of COC Board Members, COHHIO Staff, ODSA Staff, BOS Program Staff

- Committee met monthly to determine Performance Measures for all HUD or State funded programs including:
  - Emergency Shelter, Transitional Housing, Rapid Re-Housing, Safe Haven and Permanent Supportive Housing Projects in the BOS

Ohio BOSCOC Performance Management Plan

- Provides basics about the plan and how to monitor
- Outlines providers’ responsibilities
- Identifies project performance measures
- Indicator, goal, how goal is calculated
Performance Management Plan Measures

6 Performance Indicators, each with Goals

- Length of Time in RRH
- Rapid Placement into Permanent Housing
- Exits to Permanent Housing
- Receipt of Non-cash Benefits and Health Insurance

Rapid Re-Housing Performance Measures

Indicator:
Length of Time in RRH

Goals:
1) RRH projects will have a participant average length of stay of no more than 150 days
2) RRH projects will have a participant median length of stay of no more than 150 days

Rapid Re-Housing Performance Measures

Indicator:
Rapid Placement into Permanent Housing

Goals:
3) RRH projects will place participants into permanent housing within 21 days of project entry
Rapid Re-Housing Performance Measures

**Indicator:**
Exits to Permanent Housing

**Goals:**
4) At least 83% of participants in RRH projects will move into permanent housing at exit

Rapid Re-Housing Performance Measures

**Indicator:**
Receipt of Non-cash Benefits and Health Insurance

**Goals:**
5) At least 85% of adult participants in RRH projects will receive at least one source of non-cash benefits or health insurance at program exit

Rapid Re-Housing Performance Measures

**Indicator:**
Employment and Income Growth

**Goals:**
6) At least 18% of adult participants in RRH projects will gain or increase employment or non-employment cash income during the reporting period or at exit
**Rapid Re-Housing Performance Measures**

**Indicator:**
Returns to Homelessness

**Goals:**
7) At least 8% of adult participants in RRH projects will gain or increase employment or non-employment cash income during the reporting period or at exit
8) RRH projects will have no more than 12% of adults who exited to permanent housing return to ES, SH, TH, or Outreach within two years of exit

**Quarterly Performance Report - QPR**

- All OH BoSCoC Projects included
- Transparency and Accountability
- Tool for Regional CoC planning/review

**Ohio Homeless Planning Regions**

HCRP funding for RRH in each Homeless Planning Region
- 18 Balance of State
- 8 Entitlement
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<tr>
<th>OH BOSCOC Performance Management Committee</th>
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<tr>
<td>Contact Information</td>
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<td>* Ragan Claypool, LSW</td>
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| OHBoS Performance Measurement Questions |

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<th>Rapid Re-Housing Ohio Program</th>
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<td>Rapid Re-Housing Ohio - RRHO</td>
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<td>* Permanent Housing resources targeting Rural and Suburban Counties in Ohio</td>
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<tr>
<td>* Available to all 80 Counties in Ohio Balance of State Continuum of Care</td>
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Rapid Re-Housing Ohio Program

Rapid Re-Housing Ohio: RRHO

- HUD funded RRH program, part of RRH Demonstration grant, focused on housing location/stability for homeless families.
- TSA in Central Ohio as grant administrator since program inception in 2010.
- Partner with local community agencies to provide services. TSA provides rental assistance, HMIS entry, and monitoring/evaluation

Rapid Re-Housing Ohio Program

- Mirror Balance of State performance measures
- Short term housing subsidy/case management services, average of 3 months of subsidy, 2-6 months of services
- Goal to re-house 200+ homeless families per year; TSA manages flow of referrals

TSA In Central Ohio Responsibilities

- Acts as an intermediary between agencies and funder.
- Oversees
  - Referral process
  - Family eligibility
  - Reporting requirements
- Monitoring and distributing HUD funding
- Training and outreach to BoS Counties
- Provide guidance and feedback regarding client cases
TSA In Central Ohio Responsibilities

• Centralized intake
  - Paperwork generated by The Salvation Army
  - Partner agencies complete applications and submit to TSA directly

• Manage Direct Client Assistance fund
  - Screen all submitted applications for DCA
  - Distribute checks to landlord

TSA In Central Ohio Responsibilities

• Monitor case management services
  - Review submitted documentation of case management services
  - Complete ongoing file reviews / site visits.

• Data collection & HMIS
  - TSA Columbus enters all required data elements into HMIS

TSA In Central Ohio Responsibilities

• CoC Technical Assistance
  - Can offer CoC tech assistance for building community capacity for RRHO, as needed.

• Program evaluation

• Approve changes to Policy and Procedure Manual and program documentation
TSA In Central Ohio Responsibilities

- Program evaluation
  - Assure compliance with funder requirements and monitoring program outcomes
  - Conduct focus groups for feedback from agencies/clients.

Service Provider Responsibilities

- Assessing local need and community capacity for RRHO referrals
- Target population - Identify homeless families
- Ensure homeless status and eligibility of referred families
- Complete program paperwork and submit to TSA
- Monitor time frames for housing placement and goal achievement.

Service Provider Responsibilities

- Provide individualized case management services, varying in intensity depending on need, to RRHO participants.
- Focus on a Home-Based service-delivery model—“mobile services.”
- Complete check requests/documentation to TSA (monthly and at program exit) to document rental subsidy is needed for housing stability.
- Re-assess client barriers/progress every month.
How to become a RRHO Partner

• Attend/complete TSA-led RRHO Program training
• Sign/submit Memorandum of Agreement, Case Management Agreement(s), and Region Lead Certification
• Provide RRHO services as outlined in training and the Program Policy and Procedure Manual

RRHO Program Services

Review of Typical RRHO Program Services / Flow

RRHO Program Eligibility

Target Population

- Families with moderate to severe barriers to obtaining market housing who desire an independent stable home and are willing to partner with case management services.
- Homeless for three days (shelter/street)
  - Residing in emergency shelter, emergency hotel stay funded by other party, or living in a place not fit for human habitation (i.e. streets, car, tent, etc.)
- Custody of at least one minor child (families may present in any way- same sex, grandparent HoH, single parent, etc.)
- Income below 50% of Area Median Income at program entry
RRHO Program Components

Phase I: Crisis Intervention and Short Term Stabilization
- Connect homeless household with emergency short-term shelter option
- Focus on meeting basic needs while in shelter/hotel
- Immediately begin discussing permanent housing

RRHO Program Components

Phase II: Screening, Intake, and Needs Assessment
- Begin gathering information re. homeless situation
- Strength/Barrier /Need Assessment
- Housing and employment timeline
- Submit RRHO application to TSA

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RRHO Program Components

Phase III: Provision of Housing Resources
- Housing search plan – Begins Day One!
- Housing Search Activities
- Landlord Identification/Advocacy
- Housing Application

RRHO Program Components

Securing Permanent Housing
- Scattered site, client holds lease
- Financial subsidy- submit check request documents to TSA
- Move-in assistance

RRHO Program Components

Provision of Case Management Resources
- Home-based case management
- Ongoing financial subsidy- request minimum needed to sustain housing from TSA
- Employment/income assistance
- Referral and linkage to community resources
- Goal development and monitoring
**RRHO Program Components**

Provision of Case Management Resources

- Eviction prevention
- Life skill development - TAY
- Post-exit follow up services
- Point of contact at agency for post-exit community resource linkage needs

**Rapid Re-Housing Ohio**

Making RRHO Work in your Community

Questions to Consider

- Implementing RRHO in your Community
  - Assessing the need/Community capacity
    - Homelessness in your community, service and funding needs
    - Identifying case managers to provide home-based case management services
    - How will RRHO work if my agency is the HCRP provider for my community?
      - Targeted population, stretch local dollars
    - How will RRHO work if my agency is not the HCRP provider for my community?
      - Region Lead Partnership
Implementing RRHO in your Community

Identify your community’s current and future (RRHO) family homeless network

• Are there any missing components/services/funding allowances? Would RRHO fill this gap?

• Would adding an additional RRH component for families increase the community’s effectiveness and efficiency in re-housing households who are homeless?

• Would RRHO partnership help the community to decrease the length of homeless stays and/or help households obtain and maintain permanent housing?

Implementing RRHO in your Community

Additional Questions to Consider

• Will RRHO be offered by the emergency housing providers or by a separate agency/program?

• Do we have emergency shelter/housing providers with capacity (willingness/expertise/resources) to implement a Rapid Re-Housing service?

• What partnerships are necessary to re-house families and individuals who are homeless?

• How, where, when and by whom will eligible households be identified?

• How will information be shared between local partners?

Implementing RRHO in your Community

Next Steps

• If interested in discussing RRHO or to schedule a training, please contact:
  - Laura Black, 614-437-2150 lblack@use.salvationarmy.org
  - Laura Sutter, 740-363-9487 x 204 lsutter@use.salvationarmy.org

• For further information, including policy/procedure manual, program paperwork/tools, please visit our website at: http://co.salvationarmy.org/CentralOhio/rapid-rehousing