

**Making Rapid Re-Housing Successful in Rural Communities**

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BETH FETZER-RICE, LISW-S  
THE SALVATION ARMY IN CENTRAL OHIO

RAGAN CLAYPOOL, LSW  
WOOD SANDUSKY OTTAWA SENECA COMMUNITY ACTION

LAURA BLACK, LISW-S  
THE SALVATION ARMY IN CENTRAL OHIO

COHHIO CONFERENCE - APRIL 11, 2016

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**Presentation Agenda**

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- 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

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**Rapid Re-Housing Overview**

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- 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

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**Rapid Re-Housing Overview**

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

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**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

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**Rapid Re-Housing Overview**



**Meets clients primary need/goal:  
Housing**

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**OH BOSCO 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

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**OH BOSCO 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

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**Ohio BOSCO 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

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**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

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**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

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**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

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**Rapid Re-Housing Performance Measures**

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**Indicator:**  
Exits to Permanent Housing

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

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**Rapid Re-Housing Performance Measures**

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**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

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**Rapid Re-Housing Performance Measures**

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**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

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### Rapid Re-Housing Performance Measures

**Indicator:**

Returns to Homelessness

**Goals:**

- 7) 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
- 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

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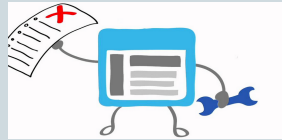
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### Quarterly Performance Report - QPR

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




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### Ohio Homeless Planning Regions

HCRP funding for RRH in each Homeless Planning Region

- 18 Balance of State
- 8 Entitlement




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**OH BOSCO Performance Management Committee**

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Contact Information

- Ragan Claypool, LSW  
• [RECLAYPOOL@wsos.org](mailto:RECLAYPOOL@wsos.org)
- Beth Fetzer-Rice, MSW, LISW-S  
• [bfetzer-rice@use.salvationarmy.org](mailto:bfetzer-rice@use.salvationarmy.org)

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**OHBoS Performance Measurement Questions**

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**Rapid Re-Housing Ohio Program**

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Rapid Re-Housing Ohio - RRHO

- Permanent Housing resources targeting Rural and Suburban Counties in Ohio
- Available to all 80 Counties in Ohio Balance of State Continuum of Care

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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

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### 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

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### TSA In Central Ohio Responsibilities

- Acts as a 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

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**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

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**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

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**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

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### TSA In Central Ohio Responsibilities

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

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### 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.

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### 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.

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### 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

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### RRHO Program Services

Review of Typical RRHO Program Services / Flow



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### 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

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### 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

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### 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 II: Screening, Intake, and Needs Assessment

- Begin gathering information re. homeless situation
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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

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### RRHO Program Components

#### Securing Permanent Housing

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

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### 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

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### 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

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### Rapid Re-Housing Ohio

#### Making RRHO Work in your Community Questions to Consider



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### 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

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**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?

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**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?

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**Implementing RRHO in your Community**

Next Steps

- If interested in discussing RRHO or to schedule a training, please contact:
  - Laura Black, 614-4372150
  - [laura.black@use.salvationarmy.org](mailto:laura.black@use.salvationarmy.org)
  - Laura Sutter, 740-363-9487 x 204
  - [Laura.sutter@use.salvationarmy.org](mailto:Laura.sutter@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>

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