



Rapid Re-Housing Standards: A Deeper Dive

Ohio Balance of State
Continuum of Care

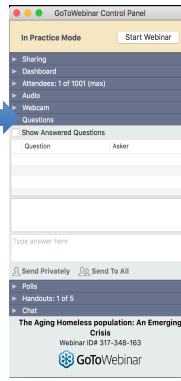


OHIO
Balance of State
Continuum of Care

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Maintenance

- 90 minutes
- Attendees are muted
- Submit questions using questions box in control panel
- Standards
- PowerPoint
- Polls/Survey



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Training Objectives

- Deep dive into the core components of Rapid Rehousing (RRH) as an intervention, as outlined in the RRH standards
- Develop understanding of RRH standards of practice to solve the immediate crisis of homelessness, including connecting families and individuals with appropriate community resources to address other service needs
- ★RRH Gold Standard★



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Poll:

What is your role?

- A. Case Manager**
- B. Program Manager**
- C. Director**
- D. Other(Please Specify)**

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BoSCoC Rapid Re-Housing Standards



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Best Practices in RRH Projects

STANDARD: RRH projects fully adhere to a Housing First model



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Rapid Re-housing Standards: Core Components



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Poll:

Which one(s) is not a core component?

- A. Housing Identification
- B. Financial Assistance
- C. Diversion
- D. Outreach
- E. Case Management & services

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RAPID RE-HOUSING CORE COMPONENTS



HOUSING IDENTIFICATION ASSISTANCE

Working with landlords and/or property managers to expand and retain RRH housing options, and with RRH clients to overcome housing barriers and identify housing options.



FINANCIAL ASSISTANCE

Activities associated with determining the amount and duration of rental assistance and other financial assistance that is provided to RRH clients, and the activities associated with making payments for rent, utilities, and move-in assistance.



CASE MANAGEMENT & SERVICES

Providing individualized case management to RRH clients in order to help them obtain and move into housing, stabilize in housing, and determine when the RRH assistance can be terminated. Involves a blend of assessment and coordination of services.

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RRH Core Component:



HOUSING IDENTIFICATION ASSISTANCE

Overview:

Activities associated with working with landlords and/or property managers to expand and retain RRH housing options, and activities associated with working with RRH clients to overcome housing barriers and identify housing options.

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RRH Core Component: Housing Identification

Two parts of housing identification are working with:

- Landlords
- Clients



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RRH Core Component: Housing Identification



HOUSING IDENTIFICATION ASSISTANCE

STANDARD: RRH projects provide comprehensive housing Identification services



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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH projects engage in all of the following Housing Identification services
 - Recruit landlords
 - Support landlords working with RRH clients
 - Housing search and support

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH projects identify new landlords
- RRH projects screen out potential landlord partners



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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

STANDARD: RRH projects track housing units and landlords that can assist RRH clients. The document used for this tracking is called:

“RRH Housing Options List”



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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH projects maintain a *RRH Housing Options List*
 - Available to all RRH program staff
 - Categorized landlords
 - Updated



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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

STANDARD: RRH projects provide support to landlords as a means to ensure ongoing partnerships

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH must provide the following services to landlords housing RRH clients with an open case (i.e., current RRH clients):
- If financially feasible, RRH projects develop an Incentive Pool to help attract and retain landlords. An Incentive Pool may provide funding to help with the following:
- RRH projects have written materials for landlords that outline the benefits to working with the RRH project and specify the services that RRH projects can provide. These materials must include the following:

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RRH Core Component: Housing Identification

★RRH Gold Standard★

Many RRH projects find greatest success recruiting and retaining landlords when they have staff dedicated to this work – these staff are often called *Housing Locators*. By investing in specialized Housing Locators, RRH projects are able to build their organizational capacity and expertise to identify and recruit new landlords, provide needed support in order to retain landlords, and build out a broader range of housing options for clients.



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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

STANDARD: RRH projects assess client level of need and housing barriers in order to help identify housing and develop plans for overcoming barriers

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH projects use results of most recently completed VI-SPDAT assessment to determine initial level of need
- RRH projects work with clients to identify housing barriers not identified by the VI-SPDAT
- RRH projects work with clients to develop plans to overcome most critical housing barriers

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

STANDARD: RRH projects assist RRH clients to identify appropriate housing options

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH projects must offer the following assistance, at minimum, to help with housing identification:
 - In collaboration with RRH clients, offer to help identify rental units and contact landlords on client's behalf, if needed
 - As needed, accompany clients in efforts to identify possible housing options
 - Where resources are available, provide transportation assistance to clients to aid in housing options search, if needed
 - Using the project's RRH Housing Options List, review current local housing options and share with client any potential options

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

STANDARD: RRH projects provide RRH assistance only to rental units that are habitable

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

- RRH project completes HUD Habitability Standards inspections on all housing units prior to providing rental assistance
 - CoC Program funded RRH projects must conduct Housing Quality Standards (HQS) inspections on all RRH assisted units

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RRH Core Component: Housing Identification

★RRH Gold Standard★

Unit Inspections

HCRP-funded RRH projects are only required to conduct HUD Habitability Standards (HS) inspections on units they intend to assist with RRH, while CoC Program-funded RRH projects must conduct Housing Quality Standards (HQS) inspections, which is a standard.



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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

STANDARD: RRH projects dedicate sufficient staff time to landlord recruitment, engagement, and retention activities, and these activities are incorporated into overall project implementation

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RRH Core Component: Housing Identification



HOUSING
IDENTIFICATION
ASSISTANCE

REQUIREMENTS:

Develop written process

- Two primary ways:
 1. Designate staff whose job, in part or in whole, is to identify housing options and landlords
 2. Designate specific RRH case managers

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RRH Core Component:



FINANCIAL
ASSISTANCE

Overview:

The RRH Financial Assistance core component is comprised of activities associated with determining the amount and duration of rental assistance and other financial assistance

As a part of the planning process, move-in assistance includes providing clients with resources and supplies

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RRH Core Component: Financial Assistance



FINANCIAL
ASSISTANCE

Two key principles :

- Rent and move-in assistance are flexible and matched to the needs of the client in order to move clients into permanent housing as quickly as possible.
- In order to serve the largest number of homeless clients possible, RRH projects should provide the least amount of assistance possible to stabilize people in permanent housing quickly.

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RRH Core Component: Financial Assistance



STANDARD: RRH projects provide comprehensive Financial Assistance services

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RRH Core Component: Financial Assistance



REQUIREMENTS:

- RRH projects engage in all of the following Financial Assistance services:
 - Determine Rental Assistance
 - Determine Move-in Assistance
 - Making Payment to Landlords

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RRH Core Component: Financial Assistance



STANDARD: RRH projects provide move-in assistance that is tailored to individual need

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RRH Core Component: Financial Assistance



REQUIREMENTS:

- In determining the type and amount of move-in assistance to provide, RRH projects must do the following at program entry
 - Assess program applicant's need

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RRH Core Component: Financial Assistance



STANDARD: RRH projects provide an amount of rental assistance that is tailored to individual need

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RRH Core Component: Financial Assistance



REQUIREMENTS:

- In determining the amount of rental assistance to provide, RRH projects must do the following:
 - On a monthly basis, assess program applicant's need
 - If client has income, RRH projects seek to require a tenant rent contribution whenever possible
 - RRH projects may serve otherwise eligible and prioritized individuals and families
 - Self-declaration of income

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RRH Core Component: Financial Assistance



STANDARD: RRH clients who have income and are able to contribute towards rent, pay a contribution towards their rent whenever possible

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RRH Core Component: Financial Assistance



REQUIREMENTS:

- Before calculating RRH client rent contribution, RRH projects must determine that the client BOTH has income and that their financial obligations are such that they can direct some of their income towards a rent contribution
- RRH client tenant rent contribution is determined in the following way:
 - If an RRH client has no income, than no rent contribution is required
 - This must be documented

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RRH Core Component: Financial Assistance



STANDARD: RRH projects provide rental assistance for a duration of time that is tailored to individual need

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RRH Core Component: Financial Assistance



REQUIREMENTS:

- In determining the duration, providers must do the following:
 - On a monthly basis, assess client's financial needs.
 - RRH projects may provide no more than 24 months of rental assistance to
 - If serving a RRH client with more than 12 months rental assistance, RRH program staff need to do and document the following, at minimum:
 - Require twice monthly meetings with RRH client for purposes of creating and monitoring progress
 - Recertify and document program eligibility every 90 days.
 - Information about the RRH program should not indicate that any particular amount or duration of financial assistance is guaranteed

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RRH Core Component:

Overview:

RRH Case Management and Services provide individualized case management to RRH clients to help them obtain and move into housing, stabilize housing, and determine when the RRH assistance can be terminated. Effective case management involves a blend of assessment and coordination services provided throughout the client's time in the project, and tailored to client needs as they pertain to retaining permanent housing.



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RRH Core Component: Case Management and Services



STANDARD: RRH projects provide comprehensive case management and services

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS:

- Services to help obtain and move into housing
 - Assess and understand tenant needs and housing barriers
 - Provide support to RRH clients as they look for housing units
- Services to help stabilize in housing
 - Help resolve any tenancy issues that may arise
 - Help clients understand their responsibilities within a lease
 - Connect clients to mainstream resources and employment
- Close out the case
 - Assess client need to ensure there is no longer imminent risk of homelessness
 - Ensure clients know they can contact RRH again if needed
 - Financial assistance may only be provided if client becomes homeless again (or if the case has not yet been closed)

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects understand the housing barriers of their RRH clients and develop plans to address barriers

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- Housing barrier assessments in order to understand potential challenges in finding housing for RRH clients

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects work with clients to address housing barriers

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- Housing plans developed collaboratively with RRH clients
- Strengths-based approaches
- Identify possible housing units

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: When possible, RRH projects provide case management services in the client's home, unless the client requests otherwise

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- Strive to meet with every client in their home
- Prioritized home visits
- Staff safety

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RRH Core Component: Case Management and Services

★RRH Gold Standard★

RRH providers make all visits for all participants in the participants home or in a location preferred by the individual



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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH clients are required to meet with case management staff at least monthly

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- Clients meet with program staff monthly for an RRH Case Management meeting.
 - Determine if ongoing financial assistance is needed
 - Calculate the amount of financial assistance to be provided in the next month
 - Ensure clients are still residing in the assisted housing unit

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects must develop, in collaboration with clients, individualized Housing Stability Plans.

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

Housing Stability Plans must outline:

- Actions
- Timelines

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH program staff help connect clients to mainstream resources and community supports .

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- The Housing Stability Plan identifies what benefits and supports are needed and desired by the client:
 - Food pantries and food support programs
 - Job training programs
 - Child care services
 - Health insurance/Medicaid
 - Utility assistance
 - Clothing assistance
 - Social Security
 - Employment training programs

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- RRH projects provide assistance to clients as they seek to access resources and supports by doing the following, or linking to other community agencies that can do the following:
 - Help complete applications for non-cash benefits
 - Provide transportation assistance to get to appointments
 - Assist with the preparation of resumes and/or practicing interview skills
- Add links to program pages for SOAR/SSI Ohio (whatever is appropriate), as well as employment assist/training programs, etc.

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects respond to and try to help resolve tenancy issues if they arise.

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- Responding to tenancy issues may include the following:
 - Mediating between landlord and client to retain current housing
 - When retaining current housing is not an option, RRH staff work with landlord to negotiate client's move out in a way that avoids eviction

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

Case Closeout and Termination of Assistance:

Successful RRH case closeout involves ending rental assistance and services after RRH staff have determined that the the client is no longer at imminent risk of homelessness

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects may close out RRH cases and terminate financial assistance once staff have determined the client is no longer at imminent risk of homelessness

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- RRH staff consider the following when determining if RRH assistance can end and the case can be closed out:
 - RRH client progress on Housing Stability Plan
 - RRH client has gained or increased employment or cash income
 - RRH client has gained or increased non-cash benefits or other mainstream resources
 - RRH client has gained or accessed other supports, such as connecting with family support systems, for example
 - Ratio of income to rent/living costs
 - Housing in good standing

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- RRH staff inform clients of pending case closeout and termination of financial assistance at least 30 days before assistance ends
 - Communication must be made in writing, at minimum
- RRH staff inform landlords of pending termination of financial assistance at least 30 days before assistance ends

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects make multiple attempts to contact/locate RRH clients who have become non-responsive to staff

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- All efforts to locate a client must be documented in the client's file
- If there is no contact after 30 days of multiple attempts to reach the client, RRH staff exit the client from the program.
- If household contacts the RRH project after the termination date and is still experiencing homelessness, RRH staff connect them with local homeless resources so they can be re-assessed and screened for RRH eligibility and prioritization
- Future RRH assistance cannot be denied solely for a client's past non-responsiveness.

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects make multiple attempts to engage RRH clients who are not making progress on Housing Stability Plans

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- RRH program staff make every reasonable attempt to re-engage clients and re-evaluate Housing Stability Plans:
- If household contacts the RRH project after the termination date and is still experiencing homelessness, RRH staff connect them with local homeless resources so they can be re-assessed and screened for RRH eligibility and prioritization
- Future RRH assistance cannot be denied solely for a client's past failure to make progress on a Housing Stability Plan

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

STANDARD: RRH projects follow a formal written process when involuntarily terminating RRH assistance for a client

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RRH Core Component: Case Management and Services



CASE MANAGEMENT &
SERVICES

REQUIREMENTS

- Written copy of the program rules and the termination process before providing assistance
- When seeking to proceed with termination of assistance, provide written notice to the client containing a clear statement of reasons for termination
- Provide clients the opportunity to present written or oral objections to the recommended termination Within 72 hours of review of client objections to termination, provide written notice

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Poll:

What perceived challenges do you foresee?

(Use Question box)

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Resources

To find the standards and training materials:

- <https://cohhio.org/member-services-2/boscoc/>
- <https://cohhio.org/member-services-2/boscoc/rapid-rehousing/>

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Questions?



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