

Rapid Rehousing: A Deeper Dive

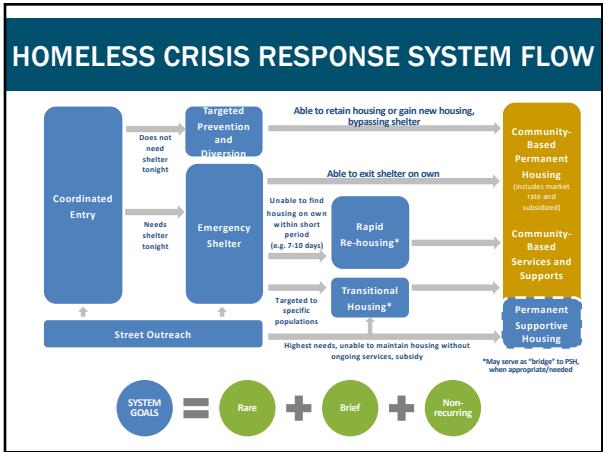
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COHHIO
Housing Ohio 2019



RAPID RE-HOUSING LEVEL SET





Rapid Re-Housing (RRH)
ends homelessness for families and individuals.

RRH HELPS



FIND HOUSING
Help people quickly find housing within one month or less.

PAY FOR HOUSING
Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING
Help access services so people can stay in housing.

The **Core Components** of Rapid Re-Housing help people **find** housing fast, **pay** for housing, and **stay** in housing.

National Alliance to End Homelessness

RAPID RE-HOUSING CORE COMPONENTS

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-Housing Case Management and Services

WHY RAPID RE-HOUSING?

- ✓ Reduces overall number of people experiencing homelessness
- ✓ Increases number of people communities are able to serve
 - *Reduced length of shelter stays frees up crisis beds for others in need*
- ✓ Helps people exit homelessness quickly to safe, stable housing and not return to shelter
- ✓ Reduces negative impacts of long-term homelessness
- ✓ Connects people to other resources and community assistance

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KEYS TO SUCCESS


- ✓Targeting
- ✓Housing First
- ✓Progressive Assistance
- ✓Housing & Service Partnerships
- ✓Continuous Performance & Quality Improvement



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COMMON CHALLENGES

- ✓Client engagement
- ✓Operationalizing progressive, flexible assistance
- ✓Case closure



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Client Engagement

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Case Manager Engagement

- Individualized
 - Tailor the RRH program to the individual
 - Every person is different and their needs are different
- In-home / Mobile
 - Meet the client at a time and location that is convenient for them
 - Know the best way to contact them – text/email/phone call
- Collaborative
 - Ask don't tell
 - Discuss the roles of the client and case manager
- Strengths-based
 - Do not focus on clients' deficits
 - Empower the client by building on their strengths
- Flexible
 - Change the intensity as needed

Develop a Case Plan

- Develop a plan and set goals that work for the client
 - Focus on housing retention
- Client-Driven
 - Encourage the client to drive their case plan and goal-setting based on what they want to achieve
- Voluntary
 - Participation should not be required to receive services
- Short-Term
 - Goals should reflect the short-term assistance
- SMART
 - Specific, Measurable, Attainable, Realistic/Relevant, Timely

Build Resources

- Build your own resource database

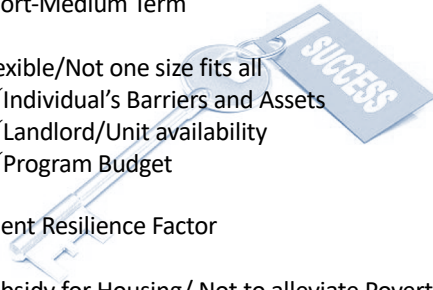
• Employment Services	• Utility Services
• Mental Health/Counseling Services	• Domestic Violence Services
• Legal Services	• Food Pantries
• Public Benefits	• Furniture Items
• Transportation	• Medical Care
- Provide support to help the client obtain and maintain housing
- Recognize the support and resources the client may already have and assist in building additional supports
- Build a support network that will continue beyond the program's duration

Items to Discuss

- Discuss challenges you faced.
- Discuss a time when you were stuck.
- What strategies worked?
- What did not work?

RRH - Financial Assistance

- ✓ Short-Medium Term
- ✓ Flexible/Not one size fits all
 - ✓ Individual's Barriers and Assets
 - ✓ Landlord/Unit availability
 - ✓ Program Budget
- ✓ Client Resilience Factor
- ✓ Subsidy for Housing/ Not to alleviate Poverty



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Financial Assistance

Rental Subsidy Options

- ✓ Income-Based
- ✓ Flat
- ✓ Declining



Progressive Assistance

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Progressive Assistance Approach

A small amount of assistance is provided to everyone to help stabilize, but for those who need more, more assistance is provided.

- ✓ Flexible and Individualized
- ✓ Maximizes Resources: Provides the most assistance to only the households who truly need it
- ✓ Uses “real time” facts rather than Prediction

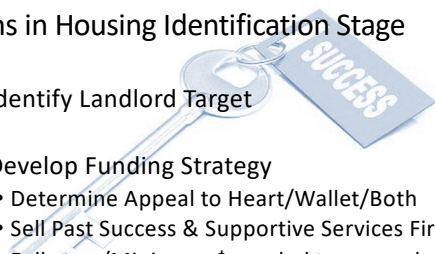


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Progressive Assistance Approach

Begins in Housing Identification Stage

- ✓ Identify Landlord Target
- ✓ Develop Funding Strategy
 - Determine Appeal to Heart/Wallet/Both
 - Sell Past Success & Supportive Services First
 - Follow w/Minimum \$ needed to secure housing for Client



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Progressive Assistance Approach

Close the Deal: “Wheel & Deal”

- ✓ Deposit & 1st Month Rent
- ✓ First/Last month rent
- ✓ Double Deposit
- ✓ Multiple Months of Rent “up-front” (Severe Barriers)
- ✓ Letter of Guarantee
- ✓ Master Lease as last resort
- ✓ Push Services Component



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Progressive Assistance Approach

Financial Assistance: Post Move-In

- ✓ Monthly Assessment of Continued Need
 - ✓ Income/Rent Payment Conversation
 - Do you have Income to pay rent next month?
 - Other resources to help support payment of rent?
 - On-going resources/assistance available to help subsidize HH budget
- ✓ Program Financial Assistance: Budget vs. Actuals

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Progressive Assistance Approach

Financial Assistance: Post Move-In

- ✓ Extensions Evaluated/Provided One Month at a Time
- ✓ Case Manager makes Recommendation
- ✓ Supervisor makes final determination
- ✓ Households informed of Decision ASAP
 - ✓ Supportive Services can continue w/o Financial Assistance

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Progressive Assistance Approach

Discussion – P.E. is an Evidence Based Practice, but how do we make it work in the real world?

- ✓ What are the overall challenges you have faced using P.E.?
- ✓ Where do you “Get Stuck”?
- ✓ What Strategies have worked?
- ✓ Suggestions for your Colleagues?

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CASE CLOSURE

- **Establish clear indicators** – guidepost for staff and participants
- **Start exit planning early** – clarify RRH purpose, indicators for more/less assistance, and RRH exit
- **Consider phased exit** – discontinue rent assistance, but keep open, monitor
- **Create Housing Retention Plan** – build on initial Housing Goal Plan(s); include plan for future emergency(ies)
- **Case consultation** – for complex or unclear cases, continuous improvement



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CASE CLOSURE: INDICATORS

- **On track with housing, income goals?**
- **In compliance with rent and lease? No serious complaints?**
- **Connected to services or supports if needed long-term?**
- **Client view/choice**
- **Exit plan includes “Plan B” for what to do if another financial/housing crisis occurs**

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INDICATORS

	CLOSURE	CONTINUATION
INCOME	-Housing subsidy secured OR -Income sufficient to pay rent (despite severe rent burden).	-Income not sufficient to pay rent in near term. -No other resources to support rent.
LEASE	-Not in violation of lease - no rent arrears (or has plan), complaints, etc. -Understands lease, how to avoid non-compliance, what to do when issue. -Landlord agrees tenant is stable.	-Landlord reports violations, wants services to continue. -Unpaid rent arrears, no plan or ability to pay.
LINKAGES	-Connected to resources necessary to sustain housing (e.g. benefits, daycare). -Connected to other critically needed community services/resources. -Aware of and knows how to access emergency assistance if/when needed. -Family, social supports available if/when needed.	-Critical community connections not secured. -Family, social supports unable to assist with ongoing needs or crisis.
CHOICE	-Participant chooses to exit.	-Participants wants (and needs) additional assistance.

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CASE CLOSURE: RESOURCES

Supportive Services for Veteran Families (SSVF)

- Case closure guide
https://www.va.gov/HOMELESS/ssvf/docs/Training_Guide_Case_Closing_Indicies_Final.pdf
- Case closure webinar
https://www.va.gov/HOMELESS/ssvf/docs/10_BRH_Closing_the_Case.pdf
- Case closure flow charts
https://www.va.gov/HOMELESS/ssvf/docs/Training_Guide_Case_Revert_Closing_Flow_Chart_Final.pdf

National Alliance to End Homelessness (NAEH)

- Knowing When to End Rapid Re-Housing Assistance
<https://endhomelessness.org/resource/known-when-to-end-rapid-re-housing-assistance/>

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