Rapid Rehousing: A Deeper Dive

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COHHIO
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RAPID RE-HOUSING
LEVEL SET

Unable to find housing on own within short period (e.g. 7-10 days)

Targeted Prevention and Diversion
Rapid Re-housing*
Emergency Shelter
Community-Based Permanent Housing (includes market rate and subsidized)
Community-Based Services and Supports

Able to retain housing or gain new housing, bypassing shelter
Able to exit shelter on own

Highest needs, unable to maintain housing without ongoing services, subsidy

Street Outreach
Permanent Supportive Housing
Transitional Housing*

Needs shelter tonight
Does not need shelter tonight

Targeted to specific populations
*May serve as "bridge" to PSH, when appropriate/needed

SYSTEM GOALS
Rare Brief Non-recurring

HOMELESS CRISIS RESPONSE SYSTEM FLOW
Rapid Re-Housing (RRH) helps individuals and families:

- **Find Housing**: Helps quickly find housing within one month or less.
- **Pay for Housing**: Helps pay for housing short term; longer-term help as an option.
- **Stay in Housing**: Helps 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.

**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
KEYS TO SUCCESS

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

COMMON CHALLENGES

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

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
  - Mental Health/Counseling Services
  - Legal Services
  - Public Benefits
  - Transportation
  - Utility Services
  - Domestic Violence Services
  - Food Pantries
  - Furniture Items
  - 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

Financial Assistance

Rental Subsidy Options

✓ Income-Based
✓ Flat
✓ Declining

 ✓ Progressive Assistance
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

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

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
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

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

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?
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

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

INDICATORS

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CASE CLOSURE: RESOURCES

Supportive Services for Veteran Families (SSVF)
- Case closure guide
- Case closure webinar
  https://www.va.gov/HOMELESS/ssvf/docs/RH_Closing_the_Case.pdf
- Case closure flow charts

National Alliance to End Homelessness (NAEH)
- Knowing When to End Rapid Re-Housing Assistance
  https://endhomelessness.org/resource/knowing-when-to-end-rapid-re-housing-assistance/