

# Understanding Best Practices in Rapid Rehousing

July 6<sup>th</sup>, 2021

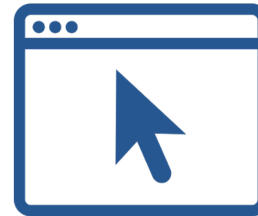
# Webinar Information



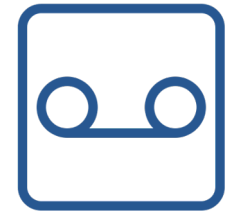
All participants lines are muted.



Use the questions feature in the GoToWebinar control panel to submit questions.



This webinar will be posted to COHHIO's website.



This webinar is being recorded.



# Your Presenters

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This is the First in Series of  
Webinars that Will Focus on  
RRH

Next Training: Tuesday, August  
3, 2021

Re-imagining RRH: Moving  
Away from Scarcity

# Webinar Objectives

1. Advance your knowledge of Rapid Rehousing best practices
2. Identifies flexibilities for Rapid Rehousing in the world of COVID-19
3. Obtain evidence-based guidance that will improve Rapid Rehousing in your community
4. Review content and address any clarifications or related issues that were not covered

# Agenda

- Defining RRH
- RRH Funding
- RRH Requirements and Eligibility
- Types of RRH Services
- Waivers & Flexibilities
- Core Components in RRH
- RRH Exits
- Questions

# Defining Rapid Rehousing

Rapid Rehousing (RRH) provides time-limited rental assistance assistance and services.

The goals are to help people:

- obtain housing quickly
- increase self-sufficiency
- maintain housing stability

RRH is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the needs of the person.

[https://www.google.com/url?sa=i&url=http%3A%2F%2Fwww.homeny.org%2Fservices%2Fcommunity-housing-center%2F&psig=AOvVaw3j7a\\_ABPDxkx0coCleGeU0&ust=1596107144917000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPjCodWo8uoCFQAAAAAdAAAAABAD](https://www.google.com/url?sa=i&url=http%3A%2F%2Fwww.homeny.org%2Fservices%2Fcommunity-housing-center%2F&psig=AOvVaw3j7a_ABPDxkx0coCleGeU0&ust=1596107144917000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPjCodWo8uoCFQAAAAAdAAAAABAD)



# Defining Rapid Re-Housing

Rapid Re-Housing rapidly connects families and individuals experiencing homelessness to **permanent housing** through a tailored package of assistance that may include the use of **time-limited financial assistance and targeted supportive services**.



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# Core Components of Rapid Rehousing

Rapid Rehousing consists of these core components

1. Housing Identification
2. Rent and Move-in Assistance
3. Case Management and Services



Rapid Rehousing is **not** a stagnant program

[https://endhomelessness.org/ending-homelessness/solutions/rapid-rehousing/?emailsignup&gclid=CjwKCAjwqML6BRAHEiwAdquMnaFA1q53ijSpbi0X6e3WIYPN4QwL0C6gy98lsgTVIFMcL3-8IjvqbhoCdA8QAvD\\_BwE](https://endhomelessness.org/ending-homelessness/solutions/rapid-rehousing/?emailsignup&gclid=CjwKCAjwqML6BRAHEiwAdquMnaFA1q53ijSpbi0X6e3WIYPN4QwL0C6gy98lsgTVIFMcL3-8IjvqbhoCdA8QAvD_BwE)

**Rapid Re-housing is an intervention designed to help people experiencing homelessness quickly reconnect to permanent housing.** At its foundation are the goals to help people (1) obtain housing quickly, (2) increase self-sufficiency, and (3) stay housed.



**Short-Medium Term Perm. Hsg. (3-24 mos); medium vulnerability**

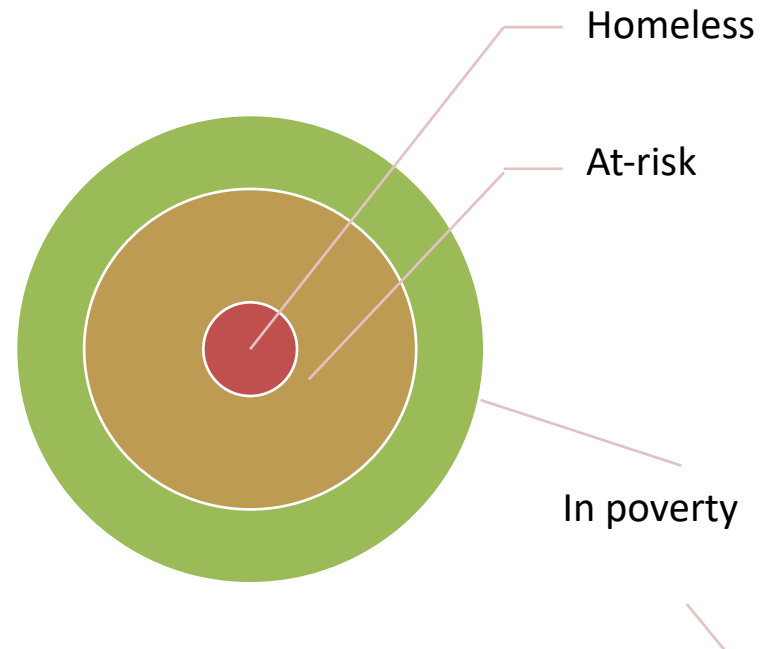
# Poll

How many individuals and families does your organization rehouse each year?

- 1-10
- 11-20
- 21-40
- 40-70
- Over 70

# Why Rapid Re-Housing?

- Households experiencing homelessness are not significantly different than other poor households
- Most poor households do not become homeless
- Many households only need a light touch of assistance to exit homelessness



# What Rapid Re-Housing Does and Does Not Do

## Rapid Re-housing **Does**

- Reduce the length of time people experience homelessness
- Reduces overall number of people experiencing homelessness
- Increases the number of people we're able to shelter by freeing up shelter beds
- Minimizes impact of homelessness on employment, school attendance, health, etc.
- Assist people to access resources that can help with personal goals

## Rapid Re-Housing **Does Not**

- Eliminate poverty
- Assure people will have affordable housing (to pay 30% or less of their income to rent)
- Protect people from the impact of life losses or challenging situations
- Eliminate housing mobility

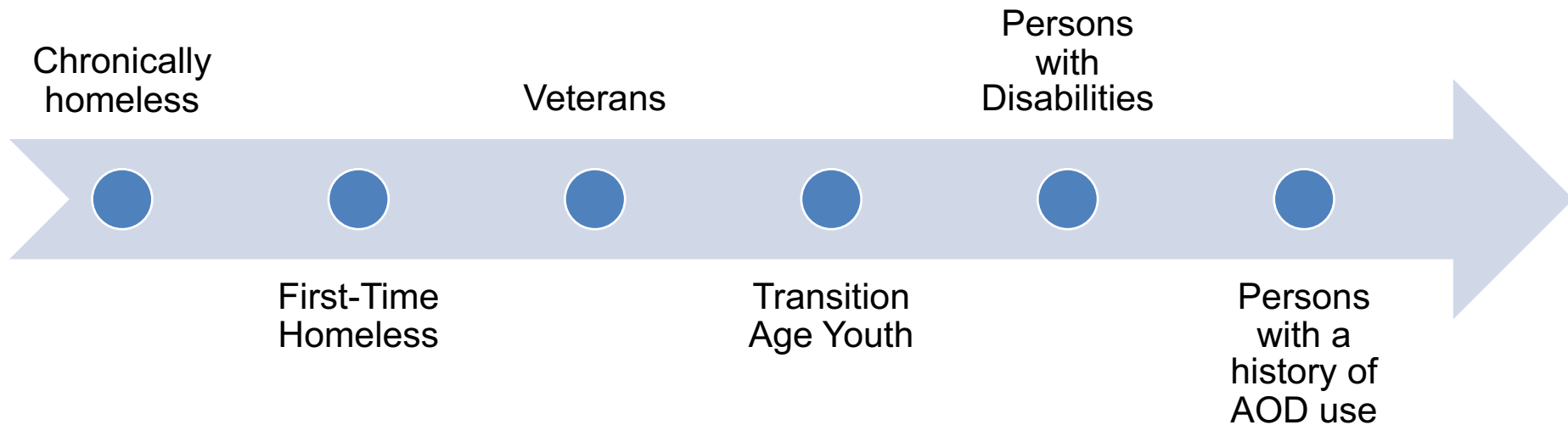
# Targeting Rapid Rehousing

Set rehousing goals for populations in high-risk settings

- Unsheltered populations
- Shelters with congregate sleeping areas
- People exiting non-congregate shelters
- Those at risk of losing their housing and entering unsheltered/congregate shelter settings

1. HUD, 2020. Targeting Homelessness Prevention in the Midst of COVID-19. <https://www.hudexchange.info/news/targeting-homeless-prevention-in-the-midst-of-covid-19-webinar/>

# Rapid Rehousing CAN SERVE.... ALL PERSONS OF ALL NEEDS AND ABILITY



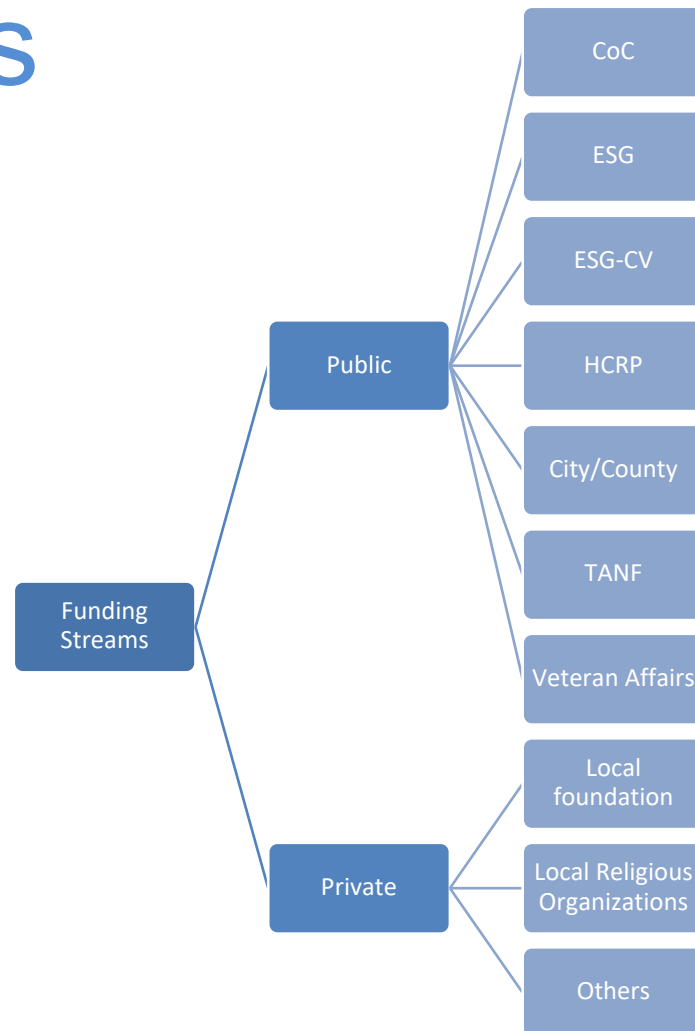
<https://hudexchange.us5.list-manage.com/track/click?u=87d7c8afc03ba69ee70d865b9&id=15ee48c193&e=7466db0827>



# National Trends in Data and Research

- [SSVF](#)- Vet Homelessness ↓ 47% (2010-2016)
  - 25% Recidivism Rate (2015 Annual Report)
- [State of CT](#) RRH Evaluation
  - 11% Recidivism Rate after 2 years in RRH
- [Phoenix](#)- 250 RRH Initiative (includes chronic and long-term stayers)
  - 27% Recidivism Rate after 1-2 years in RRH
- [Seattle/King County](#) RRH- Real Time Dashboards
  - Average of 10% Recidivism rate after 1-2 years in RRH
- [Los Angeles RRH](#)- 2016 Dashboard
  - 26% exited to a temporary-in-nature destination

# Rapid Rehousing: Funding Streams



# Rapid Rehousing Eligibility Requirements

- Literally Homeless
  - Individual or family who lacks a fixed, regular, and adequate nighttime residence
- Note that the BoS CoC has no limit on income at program entry, but CoCs can establish them
  - CoC may establish more stringent income requirements in their written standards

# Rapid Rehousing **Services** (CoC/ HCRP)

- Eligible costs:
  - Rental assistance on behalf of RRH clients, up to a max of 24 months
  - Security deposits (up to 2 months of security deposits)
  - Property damage
  - Moving costs
  - Utility deposits

# Rapid Rehousing **Services** (ESG and ESG-CV)

- Eligible costs:
  - Rental Assistance
    - Up to a max of 12 months\*
  - Security deposits (up to 2 months of security deposits)
  - Moving costs
  - Utility deposits

# Rapid Rehousing

## **New opportunities** (ESG-CV)

- Landlord incentives
- Volunteer Incentives

# Landlord Incentives

- Funds may be used to pay for landlord incentives that are reasonable and necessary to obtain housing for individuals and families at risk of or experiencing homelessness.
- A recipient may not use ESG-CV funds to pay the landlord incentives an amount that exceeds three times the rent charged for the unit.
- Eligible landlord incentive costs include:
  - Signing bonuses equal to up to 2 months of rent;
  - Security deposits equal to up to 3 months of rent;
  - Paying the cost to repair damages incurred by the program participant not covered by the security deposit or that are incurred while the program participant is still residing in the unit; and,
  - Paying the costs of extra cleaning or maintenance of a program participant's unit or appliances.

# Rapid Rehousing CPD Waivers

Regulatory Requirement	Programs	Current Available Waiver from HUD's 03/31/21 Memo	Waiver Expiration Date
Third-Party Documentation of Income	CoC, YHDP	Programs may rely on the participant's self-certification of the amount of income the program participant is reasonably expected to receive over the three-month period following the evaluation.	9/30/21
Housing Quality Standards	CoC, YHDP	Instead of physical inspection or virtual inspection, programs may rely on a certification by the owner of a unit that the owner has no reasonable basis to have knowledge that life-threatening conditions exist in the unit, if the recipient has written policies to physically inspect the unit within 3 months after public health officials determine no additional special measures are needed to prevent spread of COVID-19.	9/30/21
Suitable Dwelling Size	CoC, YHDP	The requirement that each unit assisted with CoC program funds or YHDP funds have at least one bedroom or living/sleeping room for each two persons is waived for recipients providing Permanent Housing-Rapid Rehousing assistance for leases and occupancy agreements executed by recipients and subrecipients between 3/31/2021 and 12/31/21.	12/31/21 or until initial lease expires (whichever is later). State and local occupancy laws still apply.



# Rapid Rehousing CPD Waivers

Regulatory Requirement	Programs	Current Available Waiver from HUD's 03/31/21 Memo	Waiver Expiration Date
Assistance Available at Time of Renewal	CoC, YHDP	The requirement that the renewal grant be based on the budget line items in the final year of the grant being renewed is waived for all projects that amend their grant agreement between 3/2021 and 12/31/2021 to move funds between budget line items in a project in response to the COVID-19 pandemic. Recipients may then apply in the next FY CoC Program Competition based on the budget line items in the grants before they were amended.	12/31/21
Rapid Re-Housing monthly case management	CoC, YHDP	Waives requirement for monthly meeting with case manager until 9/30/21. Programs should provide case management on an as-needed basis to prevent spread of COVID-19.	9/30/21
Fair Market Rent for Individual Units and Leasing Costs.	CoC, YHDP	The FMR restriction is waived for any lease executed by a recipient or subrecipient to provide transitional or permanent supportive housing until 12/31/2021. Must still meet rent reasonableness (24 CFR 578.49(b)(2))	12/31/21

# Rapid Rehousing CPD Waivers

Regulatory Requirement	Programs	Current Available Waiver	Waiver Expiration Date
One-Year Lease Requirement.	CoC, YHDP	The one-year lease requirement is waived until 12/31/21 so long as the initial lease term of all leases is for more than one month.	12/31/21
Limit on Eligible Housing Search and Counseling Services:	CoC, YHDP	The limitation on eligible housing search and counseling activities is waived so funds may be used for utility arrears and rent arrears (up to 6 months), when those arrears make it difficult to obtain housing. This waiver is in effect until December 31, 2021	12/31/21
HQS – Re-Inspection of Units:	CoC, YHDP	The annual re-inspection requirement is waived until December 31, 2021	12/31/21
Homeless Definition - Temporary Stays in Institutions	CoC, YHDP	This requirement is expanded to also include clients who have resided in an institution for <u>up to 120 days</u> and who were homeless before entering that institution.	12/31/21

# Rapid Rehousing **ESG-CV** Waivers

Regulatory Requirement	Source	Available Waiver	Applicability
An individual or family must meet the criteria under paragraph (1) of the definition of “homeless” at 24 CFR 576.2 or meet the criteria under paragraph (4) of the “homeless” definition and live in an emergency shelter or other place described in paragraph (1) of the “homeless” definition to be eligible for rapid re-housing assistance.	<a href="#">4/14/21 memo</a>	<p>In addition to individuals and families who meet the existing requirements in 24 CFR 576.104, a recipient may expand the scope of eligible RRH beneficiaries to include individuals and families who meet ALL of the following criteria:</p> <ul style="list-style-type: none"> <li>i. Qualified as “homeless”</li> <li>ii. Have been residing in housing with time-limited rental assistance provided under a homeless assistance program Would not have any overlap in rental assistance between the non-ESG program and the ESG program, due to exhaustion or expiration of the non-ESG assistance or program funds;</li> <li>iv. Would not have a gap of more than one month (or equivalent amount of days) between the end of the non- ESG rental assistance and the beginning of their ESG RRH rental assistance; and</li> <li>v. Do not have the resources or support networks (beyond an eviction moratorium) (e.g., family, friends or other social networks) needed to retain their existing housing without ESG assistance</li> </ul>	This notice is effective until amended, superseded, or rescinded
Recipients or subrecipients cannot use ESG funds to help program participants remain in or move into housing that does not meet minimum habitability standards provided at 24 CFR 576.403(c).	<a href="#">4/14/21 memo</a>	<p>For recipients who choose to serve individuals and families made eligible for RRH assistance described immediately above, the requirements at 24 CFR 576.403(c) are waived and the ESG recipient or subrecipient can provide rental assistance and housing relocation and stabilization services without first inspecting the unit so long as:</p> <ul style="list-style-type: none"> <li>a. The recipient or subrecipient maintains documentation showing the prior rental assistance provider determined that the housing meets the habitability standards established at 24 CFR 576.403(c); or Housing Quality Standards (HQS) established at 24 CFR 982.401; or</li> <li>b. The recipient or subrecipient provides no more than 90 days of RRH assistance to the program participant; or</li> <li>c. The recipient or subrecipient conducts an inspection within the first 90 days and determines the housing meets the habitability standards established at 24 CFR 576.403(c) or the HQS established at 24 CFR 982.401.</li> </ul>	T his notice is effective until amended, superseded, or rescinded

# Rapid Rehousing **ESG-CV** Waivers

Regulatory Requirement	Source	Available Waiver
Housing Stability Case Management: Program participants receiving homelessness prevention or rapid rehousing assistance must meet with a case manager not less than once per month, unless certain statutory prohibitions apply.	<u>ESG-CV Notice.</u>	The monthly case management requirement is waived. Recipients are to provide case management on an as needed basis and reduce the possible spread of COVID-19. HUD originally waived this requirement for 2-months on March 31, 2020. This applies throughout the period the recipient or subrecipient uses funds to prevent, prepare for, and respond to coronavirus.
Restriction of Rental Assistance to Units with Rent at or Below FMR: Rental assistance cannot be provided unless total rent is at or below FMR and complies with rent reasonableness.	<u>ESG-CV Notice.</u>	The FMR restriction is waived for any individual or family receiving RRH or Homelessness Prevention assistance who executes a lease for a unit recipients to use this waiver as needed throughout the period they are provided rental assistance to prevent, prepare for, and respond to coronavirus.

# Poll

Which of the many waivers have been the most useful to your organization over the last twelve months?

- Homeless Definition Waivers
- HQS / Habitability Standard Waivers
- Case Management Waivers
- FMR Waivers
- Income Waivers
- Our organization hasn't really used them
- Other (put in chatbox)

# RRH 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.

# RRH Core Component: Financial Assistance



FINANCIAL  
ASSISTANCE



Rental  
Assistance



Utility  
Assistance



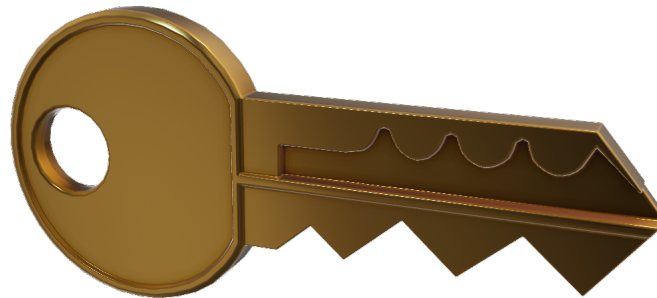
Move  
In Cost

# RRH Core Component: Financial Assistance



FINANCIAL  
ASSISTANCE

- Key principles of Financial Assistance:
  - Flexibility
  - Right-sized
  - Timely





# RRH Core Component: Financial Assistance



FINANCIAL  
ASSISTANCE

## Making Payment to Landlords:

Communicate

Where?

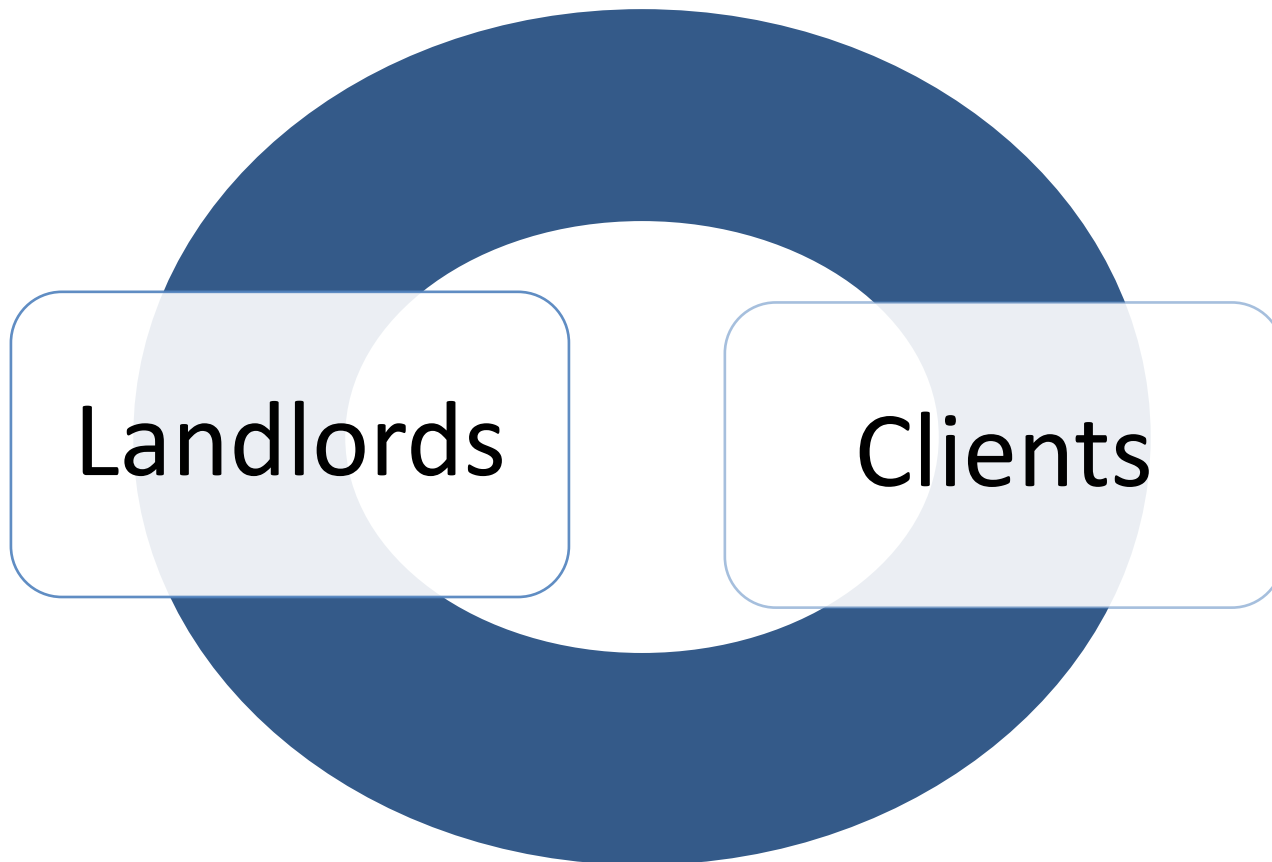
When?

How much?

# RRH Core Component: Housing Identification



HOUSING  
IDENTIFICATION  
ASSISTANCE



# RRH Core Component: Case Management and Services



CASE MANAGEMENT &  
SERVICES



## Individualized

- Assessment
- Coordination
- Resource



## Housing

- Obtain
- Move
- Stabilize



## Assistance

- Ongoing
- Exited

# RRH Core Component: Case Management and Services



CASE MANAGEMENT &  
SERVICES

## Person-Centered Remote Engagement of Clients

- Ask for their preferred method of communication
- Ask if certain days or times is better to connect
- Encourage clients to identify their top concerns and priorities
- Reiterate that it is an unprecedented time for everyone
- Consistent communication



# Case Closure

- Remember that ESG-CV can provide services even after rental assistance has ended
- Know when to close the case

# When is Housing “Stable”?

	Indicators for stability	Indicators for instability (and continued support)
INCOME	--Housing subsidy secured --Income from all sources is sufficient to pay rent --Can share housing within limits of current income	--Cannot pay rent for next month or two (near term) --No income sources available
LEASE	--In compliance, landlord satisfied --LL willing to accept loss of programmatic support	--Currently in violation of lease or subject or serious complaints --LL wants continued program involvement
LINKAGES	--Aware of and able to access other community resources --Other resources will provide needed assistance	--Not fully aware of other resources --No other resources are willing/able to assist
CHOICE	--Client doesn't want additional assistance	--Client wants (and needs) additional assistance

# Participant-Centered Case Closing

- Does this decision primarily benefit the interest of the participant or the needs of your program?
- Will this decision terminate services to an individual who may benefit from their ongoing provision?
- Does this decision promote self-efficacy or foster dependency?

# Rapid Rehousing Exiting Strategies



CASE MANAGEMENT &  
SERVICES

## Before Terminating:

- Communication
- Opportunity to appeal



# Poll in Chat Box

- What has been the greatest challenge over the last twelve months to your organization rapidly re-housing individuals and families?

