



Re-Imagining Rapid Re-Housing: Moving Away From Scarcity

Rapid Re-Housing Training Series

August 3rd, 2021

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

1



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2


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.

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3

Your Presenters

- Jonathan Cox, C4 Innovations
- Meghan Takashima, Abt Associates

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4

Webinar Objectives

- Understand scale of funding available for Rapid Re-housing
- Understand flexibilities and opportunities for RRH program design and implementation
- Learn how to scale up RRH programs in response to funding availability and need
- Begin to imagine designing a RRH program that has all the resources it needs

5

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5

Agenda

- CARES Act Funding
- Scaling Up RRH
- RRH Core Components
- ESG-CV Notice (July 2021)

6

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6

Poll: What is Your Role?



7

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7

Federal ESG-CV Funding

\$3.96 billion



8

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What Is a Scarcity Model?

Scarcity, also known as paucity, is an economics term used to refer to a gap between availability of limited resources and the theoretical needs of people for such resources. As a result, entities are forced to decide how best to allocate a scarce resource in an efficient manner so that most of the needs and wants can be met.

Source: <https://corporatefinanceinstitute.com/resources/knowledge/economics/scarcity/>

9

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How Have Things Changed?

- We have a unique opportunity to retool our system to assist more individuals and families than ever before
- We have many waivers that allow flexibility to run programs with less administration and burden
- We have funding to build capacity, including increasing staff, hiring consultants, purchasing training and TA
- We don't need to compete to secure funding

10

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Ohio Non-Entitlement Area CARES Act Funds

Current Authorized Amount	\$47,330,910
Committed Funds as of 7/19/21	\$15,072,168
Uncommitted Funds	\$32,258,742
Total Expenditures as of 7/19/21	\$9,206,776
Remaining Expenditures	\$38,124,134

11

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11

What Could We Do?

You could provide rapid rehousing for 1152 individuals (half of the BoS PIT), with a full 24 months of rent and utilities, and hire 46 case managers to provide services

Total cost: \$26,544,896



12

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What Could We Do?

You could provide rapid rehousing for 344 families (all of the BoS PIT), with a full 24 months of rent and utilities, and hire 10 case managers to provide services

Total cost: \$11,817,088

And, with the money left over.....

13

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What Could We Do?



You could expand diversion efforts to prevent 2,000 household from becoming homeless by providing financial assistance, for a total cost of \$11 million*.

And you would still have money left over!

**estimated assistance \$3,900 per household*

14

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Poll: Are You on Track to Spend Your ESG CARES Act Funding?



Yes, and more!



We're on track



We're behind but we'll catch up



No, we're behind and we need support and assistance to help spend this

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What is the potential over the next 12 months?

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A Housing Surge as RRH Strategy

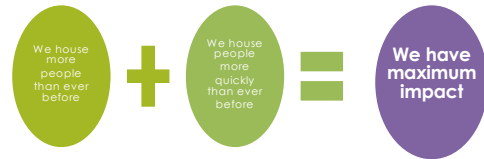


17

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Rehousing Surge Objectives



18

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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.

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19

Housing Identification Assistance



20

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The Right Culture



21

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Dedicated Housing Navigation

- Housing Navigation that is assigned or intentionally matched
- Small case loads that are expected to turn over quickly (14-30 day referral to move-in targets)
- Clearly defined responsibilities and timeline of the Housing Navigator role
 - Document collection
 - Unit matching
 - Unit application
 - Lease signing
 - Communication with LL
 - Transportation to unit for move-in
 - Furniture/move-in kit requests
 - Timeline – Housing Navigation Match=Enrollment, Keys in Hand=Exit

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Finding Landlords and Units in the Community

Homeless services agencies have traditionally not done a good job at locating and working with private landlords.

- Not a natural skill set for many working in this sector
- Reluctance to engage in the community
- Willingness to let the client to do the leg work
- History of reluctance within the private rental sector
- Belief that there are better alternatives
- Mixed quality units

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Landlord Engagement and Unit Acquisition

- Put together a LL Engagement/Unit Acquisition team
- Identify the number of units will need in what period of time
- Given local conditions identify how you will penetrate the market to get at that number of units needed
 - Hold fees
 - Holding and negotiating in bulk
 - Pockets of vacancy
 - Solve problems for the market
- Make decisions about unit availability & staffing capacity and the impacts this has on client choice early on
- You must think beyond your typical limitations during times of disaster, more is possible

24

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Poll: What is Your Greatest Challenge to Recruiting Landlords?

- There aren't enough landlords in my community
- Good properties are priced too high
- I don't have enough time to dedicate to finding landlords
- Other: Put in chatbox

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Furniture/Move-in Kits



- Put together a dedicated team to work on this – so time consuming!
- Identify the total # of kits needed as quickly as possible
- Try to get as close to a standard package as possible for a 1-bed, 2-bed...
- Identify storage and delivery processes
- Kits should include:
 - Basic furniture
 - Basic household supplies
 - First month of basic cleaning supplies
 - One week of basic groceries

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Financial Assistance



27

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Rental Assistance



Project out your rental and utility costs, assuming that at least some of your residents will need the maximum amount of time for 2 years



Calculate the maximum number of units your agency can pay for and work with your Entitlement around realistic payment timeframes

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Other Financial Assistance

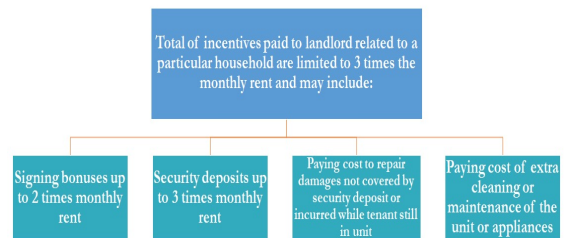
Set up	Set up a risk mitigation fund that can be drawn on in cases of excessive damage to the unit, lost rent, or legal fees that exceed the amount of the security deposit.
Set aside	Set aside funds for one-time landlord bonus/incentive payments for participating in the surge.
Use	Use flexible funds to pay a holding deposit to landlords who agree to keep a vacant unit off the market until the surge.

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Landlord Incentives



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What Other Financial Resources Are Available?

Housing Choice Vouchers / Emergency Housing Vouchers(HCV) including EHV are a key source of long-term rental assistance

Existing CoC program resources, including Permanent Supportive Housing, CoC Rapid Re-housing and Transitional Housing

Private funding (fill in the gaps....)

Other Mainstream Agency Resources e.g. HUD VASH, SSVF, SOAR

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A Word From Our Sponsor....

Changing Your ESG-CV Approach

Much has changed since last year when communities began their COVID response

Take the opportunity to reevaluate your strategy for using ESG-CV funds to address the severest housing needs

Use this once-in-a-lifetime opportunity to focus your ESG-CV resources on housing the most vulnerable people in your community – those experiencing literal homelessness.

If you have implemented non-congregate shelter during the pandemic, this is an opportunity to permanently house those individuals and ensure that no one returns to shelter or unsheltered homelessness

32

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A Word From Our Sponsor....

Changing Your ESG-CV Approach

- Consider reprogramming Homelessness Prevention funds to Rapid Re-housing. Prioritize Treasury Emergency Rental Assistance Program (ERAP) funds for eviction prevention.
- Consider using ESG funding to provide supportive services to support households receiving an Emergency Housing Voucher (EHV).
- Strategically use ESG for landlord incentives and landlord engagement activities to broaden access to available rental units
- Consider using ESG funds to provide vaccine incentives to people experiencing homelessness, which could make the difference between someone choosing to be vaccinated or not.

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Staffing and Case Management

On-site vs. Remote

Caseloads

34

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Telehealth and Remote Case Management

- Provide cell phones and wireless service plans for program participants to facilitate remote supportive services
- Ask how they like to communicate
- Consider the frequency of calls
- Stick to a schedule
- Be trauma-informed
- Stay present



35

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Key Things to Think About

EDUCATE AND EMPHASIZE - Just like when doing home visits, a phone call can be an important time to help educate them about recent developments about COVID-19

PROVIDING ASSURANCES - Your participant may not bring up these feelings and may not want to talk about them. It's fine to indicate if the person sounds stressed or angry or "down" and see where the conversations go

STAY PRESENT - Even if you and your participant agree to only talk once a week, try to let them know you are thinking of them at other times as well. Send a quick text in the morning or evening to ask how they are doing. Share an uplifting quote or funny video you found.

36

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Touch points

FINANCIAL CONCERNS	SERVICE COORDINATION	ENDING THE CALL	SUPPORT and RECREATION
Have they paid rent? Will they be able to continue to pay rent?	Are they able to access their regular service providers like their doctor, mental health or substance use providers? Can you provide support and assistance with making those connections work better? Sharing information with these service providers is critical during this time of decreased contact.	Make sure you have an agreed upon next call day and time. Ask one more time if there is anything they need or something else they want to talk about. Sometimes people are more willing to talk about their stresses after they've had a positive interaction with you on the call. Plan out the next meeting/phone call/visit while you still have them on the phone. Verify the best way to reach them for the meeting prior to ending the call.	Take this opportunity to explore what kinds of things your participant likes to do for fun, and who the natural supports in their lives are.

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Staffing

- Rapid Re-Housing
 - Housing-based case management and re-housing staff
 - Housing Navigators
 - Landlord engagement
- Admin/Grants and Financial Management
 - Procurement activities
 - Contract review and execution
 - Budgeting
 - Reimbursement and vouchers

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38

38

Staffing

- HMIS Data Collection
 - Coordination w/ HMIS Lead on Project Set-up
 - Quarterly Reporting Submission

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39

39

Staffing

Full-time
Employees vs.
Part-time
Employees

Contractor vs.
Temporary
Employees

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40

40

ESG-CV Notice

Relevant Flexibilities from the 7/19/21 Notice

- Removal of Time Limits
- Aligning Eligibility and Re-evaluation Income Limits
- New Rental Assistance Allowance
- Helping Current ESG Program Participants Maintain Housing
- Permanent Housing - Habitability and Housing Quality Standard
- Housing Stability Case Management
- Coordinated Assessment
- New Eligible Activities

41

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Aligning Eligibility and Re-evaluation Income Limits

- The income limit of 30% of median family income (AMI) to be eligible to continue to receive rapid re-housing assistance has been raised to 50% AMI

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New Rental Assistance Allowance

- Project-based rental assistance may pay for rent for a maximum of 30 days from the end of the month in which the unit was vacated while the recipient or subrecipient attempts to house another eligible program participant in that unit.
- Recipients and subrecipients may allow program participants to enter into subleases when receiving rapid re-housing assistance.

43

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Helping Current ESG Program Participants Maintain Housing

- The limitation that a program participant may only receive services or rental assistance for up to 24 months in a 3-year period is waived for all program participants while receiving ESG-CV assistance.
- If a program participant moves into a unit in the middle of the month, the Notice provides that the initial payment of a half month's rent does not count towards the program participant's total rental assistance.
- The limitation of medium-term rental assistance to 12-months has been lifted.

44

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Housing Stability Case Management

Recipients and subrecipients providing housing stability case management as allowed at 24 CFR 576.105(b)(2) may pay for housing stability case management for up to 60 days while the program participant is seeking housing, instead of 30 days as currently permitted by 24 CFR 576.105(b)(2).

45

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New Eligible Activities

Costs of loaning cell phones with wireless plans to program participants

Providing personal protective equipment to program participants,

Providing laundry services to individuals and families living in unsheltered locations, making vaccine incentive payments to people experiencing homelessness

Providing furniture and household furnishings to program participants while they are receiving rapid rehousing

Providing essential services to households receiving rapid re-housing assistance as well as program participants residing in hotels and motels paid for with ESG-CV funds

Paying for renters' insurance for households receiving rapid re-housing

Assuring the applicable coordinated entry system can quickly prioritize and connect people to appropriate housing and services to prevent and respond to coronavirus

Providing sponsor based rental assistance for program participants receiving rapid re-housing

46

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Questions

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