



Eastern PA Rapid Re-Housing Mini-Series

Session 1 Rapid Re-Housing (RRH) and Its Core Components

Technical Assistance Collaborative (TAC)

February 2022



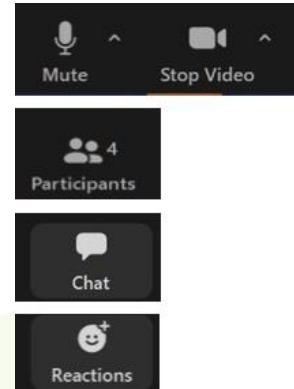
Logistics

- For today's session, please try to join on a computer to get the most out of the interactive portions.
- Don't be shy! Please ask questions and participate.
- Please join us on camera when in breakout groups.
- Please keep yourself on mute unless talking to minimize background noise.

Zoom Controls on Zoom Panel

Typically on the bottom of the screen

- Mute and Stop Video – gives you control of sound and picture
- Participants – see your peers on the call
- Chat – talk with your peers on the call
- Reactions – emojis to respond to questions



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Welcome!

- **Please introduce yourself in the chat with:**
 - ▶ Your name
 - ▶ Your pronouns
 - ▶ Your role in a rapid re-housing program
 - ▶ How long you worked in rapid re-housing projects
- If you need help or have a question please put it in the Chat box

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Rapid Re-Housing (RRH) Mini Series

Session 1 - Rapid Re-Housing (RRH) and Its Core Components

February 25, 1:30 – 3:30

Session 2 : RRH Deep Dive

March 22, 1:30 – 3:30

Session 3: Centering Equity in RRH

April 19, 1:30 – 3:30

Session 4: Using Data in RRH

May 17, 1:30 – 3:30

Session 5: Putting it all Together

June 21, 1:30 – 3:30

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Agenda

1. Advancing Racial Equity and Social Justice with RRH
2. Core Components of Rapid Re-Housing
3. Overview of CoC Program RRH and ESG RRH Eligible Costs
4. Breakout Groups and Report Out
5. Closing and Next Steps

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Disproportionate Impact & Equity

PROBLEM

- Disproportionate impact of poverty and homelessness on Black and Brown people, LGBTQI+ people, and other vulnerable sub-populations

SOLUTIONS

- Flexible practices
- Understand additional barriers faced by different groups
- Outcomes tracking to review for equitable impact



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Building Equity Practices

- Train staff in cultural humility and competency
- Learn how to establish authentic partnerships and honest relationships
- Understand your position of privilege and power
- Establish a culture of unconditional positive regard
- Show complete support and acceptance of a person



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Building Equity Practices

- Hire staff that reflect the people being served
- Build flexibility into processes, procedures and resources to be responsive to Black and Brown people, LGBTQI+ people and other vulnerable groups
 - ▶ These groups have added burden of facing overt discrimination and unconscious bias
- Track outcomes by demographics
 - ▶ Adjust practice if equitable outcomes are not being achieved

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POLL QUESTION



Q1: How familiar are you with the practices of Rapid Re-Housing?

- Expert in RRH
- Very familiar with RRH
- Somewhat familiar with RRH
- Just learning about RRH
- I don't know anything about RRH yet

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Rapid Re-Housing – Permanent Housing

Rapid re-housing provides short- to medium-term rental assistance and services.

The goals are to help people obtain housing quickly, increase self-sufficiency, and stay housed.


It 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.

Adapted from NAEH - <https://endhomelessness.org/ending-homelessness/solutions/rapid-re-housing/>

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Key Concepts of RRH with Housing Problem Solving

EQUITY PRACTICES
EMBEDDED
THROUGHOUT

- 
- A background image for the slide shows a hand placing a wooden block on top of a staircase made of other wooden blocks. The blocks are light-colored wood and are arranged in a step-like pattern on a white surface.
1. Housing First
 2. Crisis Response/Resolution
 3. Client Choice
 4. Progressive Assistance
 5. Community Resources

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Progressive Assistance

Just enough assistance, just in time and just as long as needed.	Negotiate action steps with the person and judge their ability to take steps without direct assistance.
Understand that the person's stress and resilience cannot be assessed in advance or with a checklist.	Adjust the level of assistance over time, based upon observation and conversations with person.

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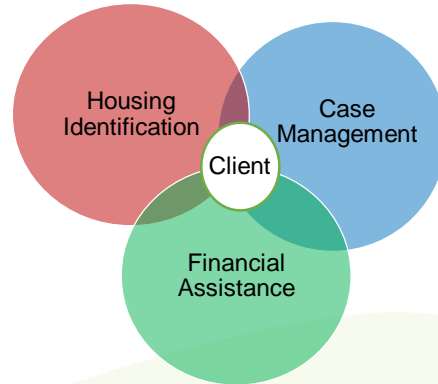
Rapid Re-Housing

What Rapid Re-Housing does	What Rapid Re-Housing <i>doesn't</i> do
<ul style="list-style-type: none"> ✓ Reduces the length of time people are homeless ✓ Helps people successfully exit homelessness to their own housing. ✓ Minimizes impact of homelessness on employment, school attendance, health, etc. ✓ Allows people to secure resources to help with other longer-term problems and goals (if they choose) ✓ Reduces overall number of people experiencing homelessness ✓ Increases the number of people we're able to shelter by freeing up shelter beds 	<ul style="list-style-type: none"> X Eliminate poverty X Assure people will have affordable housing; i.e. eliminate rent burden X Protect people from the impact of the housing market or job market X Eliminate housing mobility

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Core Components of RRH

- Not linear
- Cannot work in silos
- All three components do not have to be within one project but must be well-coordinated
- Case Management is an integral part of housing identification and financial assistance planning



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RRH: Program Philosophy and Design

What does Housing First mean?

- A homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness
- Housing serves as a platform from which people can pursue personal goals and improve their quality of life
- Issues that may have contributed to housing instability can best be addressed once people are permanently housed
- Services and support are offered at engagement and after the person finds housing

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RRH: Program Philosophy and Design

Don't screen people out for:

- Not enough or zero income at entry
- Low “employability”
- Lacking a “desire” to change
- Lacking a “good” attitude
- Being “uncooperative”
- Having been unsuccessful in Rapid Re-housing before

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RRH for People Fleeing DV/IPV

Additional Considerations

- Must build in safety for survivors and staff
- Housing barriers may be even higher than other populations resulting from the DV
- Violence Against Women Act (VAWA) offers protections for transfers, confidentiality and voluntary services
- Build access for survivors who are fleeing but not in shelter system
- Train staff and implement project with a trauma-informed approach
- Impact of cultural group on not using system and instead relying on family and friends
- Services demand for legal needs may be higher
- May be additional eviction prevention safeguards through VAWA or Fair Housing protections

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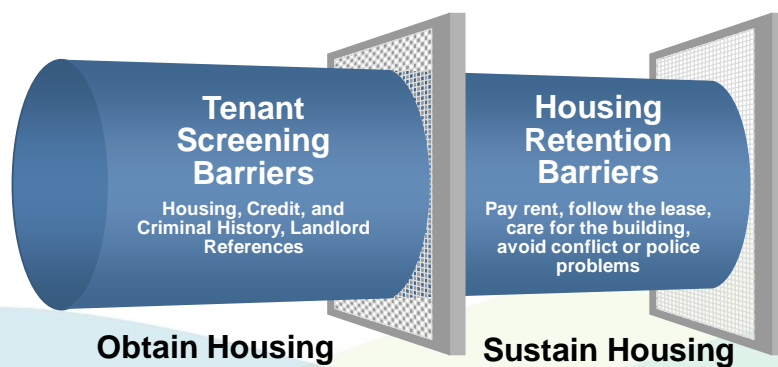
Core Component: Housing Identification



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Housing Identification: Assessment

How to Assess Housing Barriers



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Tenant Screening Barriers

What do you assess?

- Income and employment history
- Credit history: Unpaid bills (or late payments), court judgments, especially if debts are rental arrears to prior landlord(s)
- Criminal history
- Past housing experiences: Rent paid on time? Lease violation notices? Conflict with landlord or other tenants? Damage to the unit?
- Landlord references

How will you use this information?

- To match the tenant with a landlord who will accept that person's profile—this means knowing your landlord partner's "limits"
- To negotiate additional incentives for the landlord (double damage deposit, more frequent check-ins, risk mitigation fund, etc.) if the person "appears" too risky for the landlord's tolerance level
- This information should NOT be used to screen out people with high barriers! Data shows these tenants also succeed!

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Housing Retention Barriers

What do you assess?

- **Patterns in a person's history** that have resulted in housing crisis or housing **AND** could recur and jeopardize new housing: non-payment of rent, lease violations, property damage, conflict with other tenants, poor landlord references
- **DO NOT** assess characteristics, such as poverty or a disability, unless they have a clear relationship to past housing instability
- **DO NOT** make assumptions; look at facts

How do you assess?

- Review the Tenant Screening information to see if there are any repeated situations associated with housing loss.
- Interviews with the client (about the TSB report—the details)
- Observations, over time, during home visits; you can't identify everything initially
- Contacts with the landlord, both routine check-ins and call-backs due to problems

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Housing Stabilization: Think Step-By-Step (Multiple Plans)

Initial emergency and housing search plan:

- Emergency health and safety needs that must be immediately met; goals/action steps for housing search

Housing stabilization plan:

- Once housing is secured - update regularly as goals are achieved, need to be scaled back, or circumstances change

Housing retention plan:

- With follow-up options, continuation toward longer-term goals; plan for future housing emergencies

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The Initial Housing Search Plan

Emergency health
and safety needs
must be
immediately met.



Goals and action
steps for housing
search.

How much can the
person afford to
pay?

What kind of
housing does the
person want?

Where does the
person want to
live?

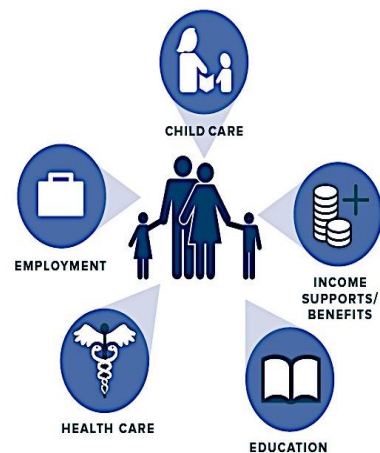
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Initial Housing Search Plan

Don't assume	Help	Consider	Match
Don't assume households will substantially increase their incomes (unless they have zero income!)	Help households consider the smallest unit they can tolerate in the least expensive area where they can find safe housing	Consider shared housing as an option	Match clients with housing options from partner landlords-- unless they want to do their own housing search (and then monitor to see how it's going)

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Core Component: Case Management and Services



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Case Management and Services: Principles

- RRH case management focuses on helping a household obtain and maintain housing RRH case management should be client-driven and **voluntary**
- RRH case management should be **flexible in intensity** — offering only essential assistance until or unless the participant demonstrates the need for or requests additional help



-NAEH RRH Standards and Performance Benchmarks

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Case Management and Services: Principles

- RRH case management uses a **strengths-based** approach to empower clients
- RRH case management reflects the **short-term nature** of the rapid re-housing assistance
- RRH case management is home-based



-NAEH RRH Standards and Performance Benchmarks

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Case Management and Services: The Housing Plan

- The client chooses goals; the case manager can assist with methods to achieve those goals (including, as needed, direct assistance).
- Housing plans are focused on obtaining and retaining housing
- Housing plans summarize the steps the case manager and the participant will each take to achieve the participant's immediate and short-term goals

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Core Component: Rent and Move- In Assistance



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Rent and Move-In Assistance: Principles

- Whenever possible design your project financial assistance to be flexible and tailored to the varying and changing needs of a household
 - ▶ Provide assistance in a progressive manner – lowest assistance first and increase if necessary.
 - ▶ Start with the amount that is necessary for participants to move immediately out of homelessness and only provide more when and if needed
- If the rent assistance is standardized, carefully design the following:
 - ▶ Income recertification policies
 - ▶ Household budget planning to save funds to help maintain housing after exit

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Questions?

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5 Minute Break



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ESG and CoC
Program
Rapid Re-Housing
Eligible Costs



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Rental Assistance Cost and Type

Continuum of Care Program

- Short-term rental assistance (up to 3 months)
 - Medium-term rental assistance (4 to 24 months)
- Tenant-Based Rental Assistance ONLY

Emergency Solutions Grant

- Short-term rental assistance (up to 3 months)
 - Medium-term rental assistance (4 to 24 months)
 - Rental arrears (one-time payment of up to 6 months of rent in arrears, including any late fees on those arrears)
- Tenant-Based OR Project-Based Rental Assistance

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Financial Assistance

Continuum of Care Program

Rental Assistance Budget

- Security Deposits (up to 2 months)
- First and Last Month's Rent

Supportive Services Budget

- Housing Search and Counseling – Rental Application Fee
- Utility Deposits
- Moving Costs

Emergency Solutions Grant

Housing Relocation and Stability

- Rental Application Fees
- Security Deposits (up to 2 months)
- Last Month's Rent
- Utility Deposits
- Utility Payments
- Moving Costs

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Specific Activities Budget Line Item (BLI) by Project

Activity	CoC Program BLI	ESG BLI
Processing rental payments to landlords	Rental Assistance	Financial Assistance
Examining participant income and family composition	Rental Assistance	Financial Assistance
Providing housing information and assistance	Rental Assistance	Services: Housing Search and Placement
Inspecting units for compliance with housing quality standards	Rental Assistance	Services: Housing Search and Placement
Receiving new participants into the program	Rental Assistance	Services: Housing Stability Case Management

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ESG RRH Eligible Costs - Housing Relocation and Stabilization Services

ESG RRH Eligible Costs: Services

- Housing Search and Placement
- Housing Stability Case Management
- Mediation
- Legal Services
- Credit Repair

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CoC Program Eligible Costs Supportive Services

Services provided must assist program participants to obtain and maintain housing

- ▶ Assessing service needs
- ▶ **Case management**
- ▶ Child care
- ▶ Education services
- ▶ Employment assistance & job training
- ▶ Food
- ▶ Housing search & counseling services (payment of application fee)
- ▶ Legal services
- ▶ Life skills training
- ▶ Moving costs
- ▶ Mental health services
- ▶ Outpatient health services
- ▶ Outreach services
- ▶ Substance abuse treatment services
- ▶ Transportation
- ▶ Utility deposits

Grant may also fund staff and overhead costs directly related to carry out these activities

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ESG Housing Search and Placement

Services or activities necessary to assist program participants in locating, obtaining, and retaining suitable permanent housing, include the following:

- ▶ Assessment of housing barriers, needs, and preferences;
- ▶ Development of an action plan for locating housing;
- ▶ Housing search;
- ▶ Outreach to and negotiation with owners;
- ▶ Assistance with submitting rental applications and understanding leases;
- ▶ Assessment of housing for compliance with Emergency Solutions Grant (ESG) requirements for habitability, lead-based paint, and rent reasonableness;
- ▶ Assistance with obtaining utilities and making moving arrangements; and
- ▶ Tenant counseling.

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Administration Funds

Continuum of Care Program

- General management, oversight and coordination
- Training on CoC requirements
- Environmental review
- Recipients are required to share at least 50% of project administrative funds with subrecipients.
- Costs of carrying out other eligible activities should be charged to those budget line items, NOT project administration.

Emergency Solutions Grant

- General Management and Oversight of the Grant
- Training on ESG Requirements
- Consolidated Plan
- Environmental Review

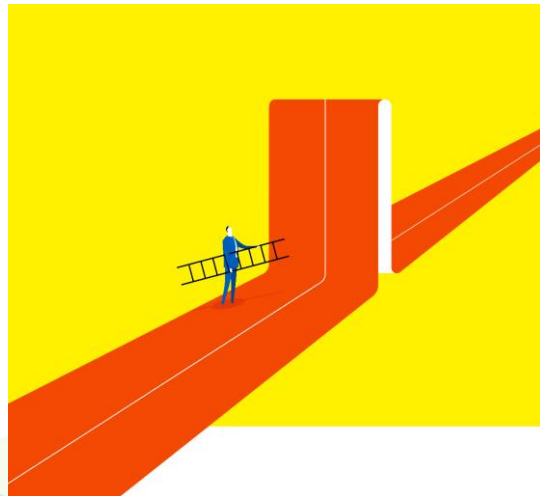
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Questions?

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RRH Challenges and Successes

- What challenges are you currently seeing in utilizing RRH to move households quickly out of homelessness and in to housing?
- What successes are you having utilizing RRH?



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Break Out Groups

- Same groups for the five sessions

Today's topics

- Housing Barriers Assessment
- Housing Search and Landlord Engagement
- Stabilization and Support Services



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Group Closing

- What is one thing you are thinking about differently after today's session?



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RRH Mini Series - Reminder

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Resource List

- [Case Management Ratios](#)
- [Rent Repayment Plans](#)
- [What to Expect from Remote Case Management](#) (for participants)
- [Privacy Consideration for Remote Work](#)
- [Rapid Re-Housing Toolkit](#)
- [Rapid Re-Housing: Considerations for Homeless Service Providers Supporting Families Impacted by Domestic Violence](#)
- [VAWA Housing Protections – Implementations within ESG and CoC Programs Webinar](#)

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CoC Program Eligible Cost Resources

- [Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#)
- [Overview of Program Components and Eligible Costs](#)

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HUD Exchange Resources

- [HUD Exchange Website Home Page](#)
- [CoC Program Page](#)
- [CoC Program Toolkit Page](#)
- [Frequently Asked Questions – CoC Program](#)
- [Ask A Question](#) on HUD Exchange
- [Join a Mailing List](#) on HUD Exchange
- [CoC GIS Tools](#)

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Thank you for attending!

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