

Rapid Re-Housing Training

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RESEARCH AND EDUCATION • INFLUENCING FEDERAL POLICY • BUILDING LOCAL CAPACITY



The National Alliance to End Homelessness is the leading national voice on the issue of homelessness. The Alliance analyzes policy and develops pragmatic, effective policy solutions. The Alliance works collaboratively with the public, private, and nonprofit sectors to build state and local capacity, leading to stronger programs and policies that help communities achieve their goal of ending homelessness.

The National Alliance to End Homelessness identifies and evaluates hundreds of policy and program strategies and their impact on homelessness. The Alliance's Center for Capacity Building helps communities replicate and customize the best of those strategies. The Center focuses on strategies that are cost effective, data driven, and can be implemented at a scale that can significantly reduce homelessness.


Agenda

- Welcome and Introductions
- Local and National Data
- Overview
- Core Components
 - Housing Identification
 - Rent and Move-In Assistance
 - Case Management and Services
- Clients with High Tenancy Barriers
- Next Steps

Welcome and Introductions

- Name, Title, Role
- Complete these sentences:
 - One concern/question I have about rapid re-housing is...
 - The challenge for our community in implementing rapid re-housing is...

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.

Rapid Re-Housing Video



RAPID RE-HOUSING
RRRH

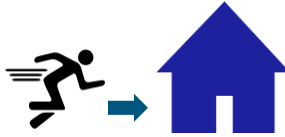
RAPID RE-HOUSING OVERVIEW

HEARTH Act

- **HEARTH Act Goal:** 30 days or less from homelessness into permanent housing
- **Reality:** Housing location and placement process should begin immediately after assessment and prevention and diversion have been eliminated

What does rapid re-housing mean?

- **Rapid:** (Adj.) Moving, acting, or occurring at great speed
- **Re-Housing:** (Verb) Provide (someone) with new housing
- **Rapid Re-Housing:** An intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing

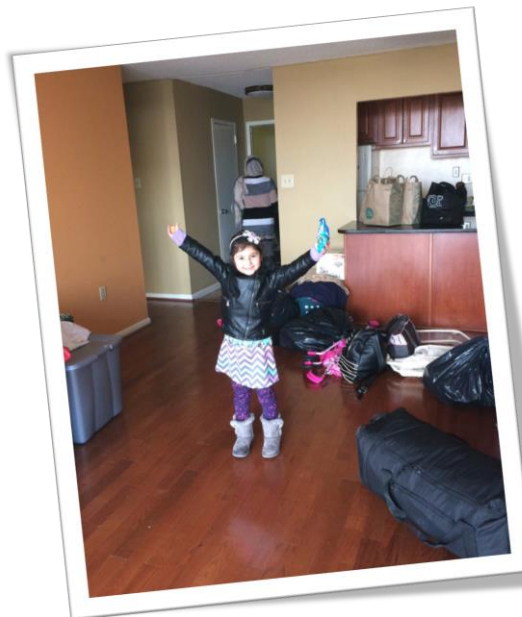
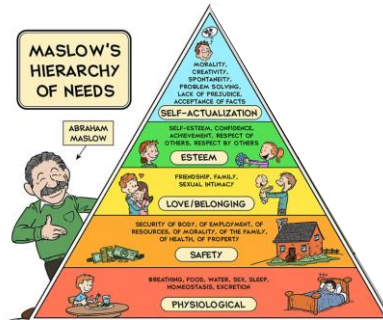


What does housing stability mean?

- Do rapid re-housing clients have to stay in the same unit in which they were placed?
- Should we try to place clients in units they can eventually afford?
- Should clients have enough income when they enter rapid re-housing to sustain housing after assistance ends?

Why Rapid Re-Housing?

- **Housing First:** People experiencing homelessness deserve housing first without preconditions.
- **Crisis/Stress Biology:** The neurohormones related during stress drive people to unconsciously prioritize short term rewards.
- **Maslow's Hierarchy of Needs:** Survival and safety needs will drive behavior until these needs are met. Only then can a person focus on other, "higher," needs.



Provider Perspective

Rapid Re-Housing is Beautiful!

- Many funding sources can fit into a RRH lineup
- We can serve waaaaayyy more households with RRH
- Every household can benefit from RRH
- Shelters become a place where people work on housing, not figure out how to be homeless
- A focus on housing provides hope
- Households getting housed quickly with a very light touch frees up staff and financial resources to be used on those who need more support

-Melanie Zamora, The Road Home, Salt Lake City, UT, NAEH 2015 DC Conference

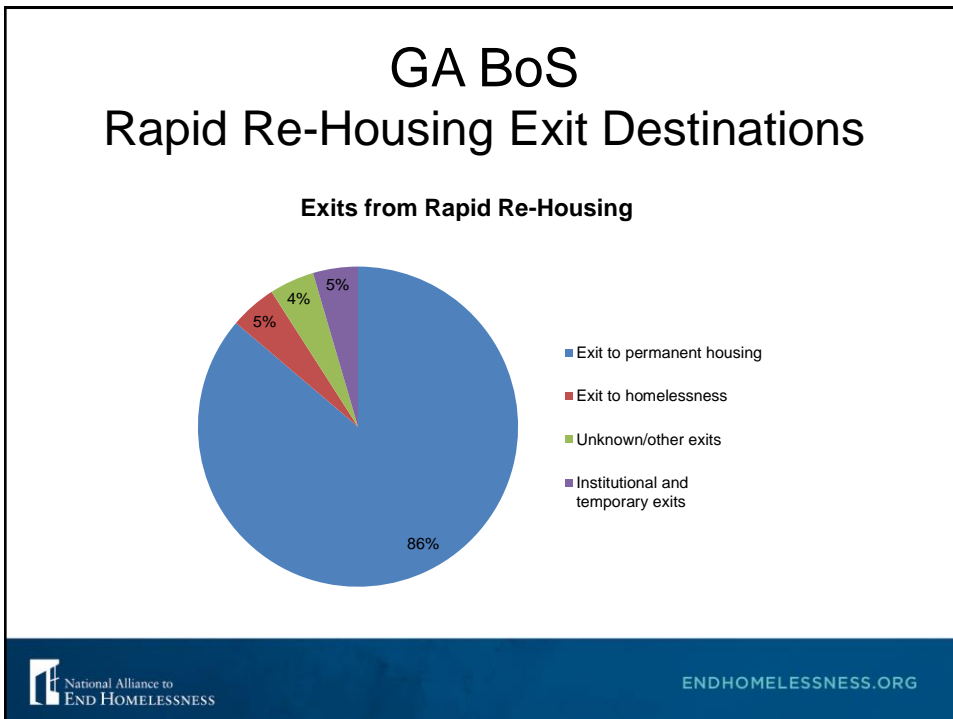
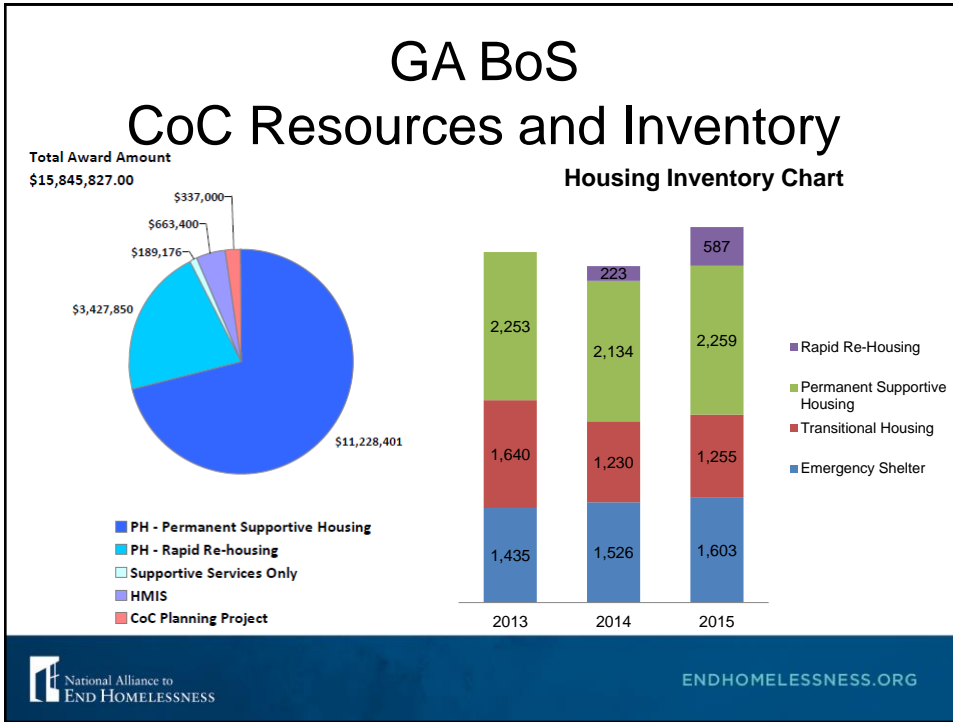
Eligibility for Rapid Re-Housing

1. Literally homeless
 - On the streets in a place **not meant** for human habitation
 - Emergency Shelter
 - Category #4 Domestic Violence
2. Cannot exit homelessness on their own

Is rapid re-housing for everyone?

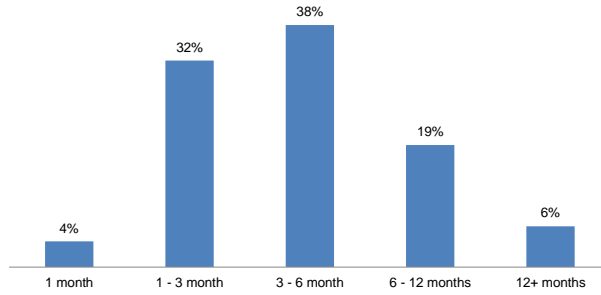
- Hard to tell who will and will not be successful
- No assessment for client resiliency
- Not a one size fits all program

RAPID RE-HOUSING OUTCOMES



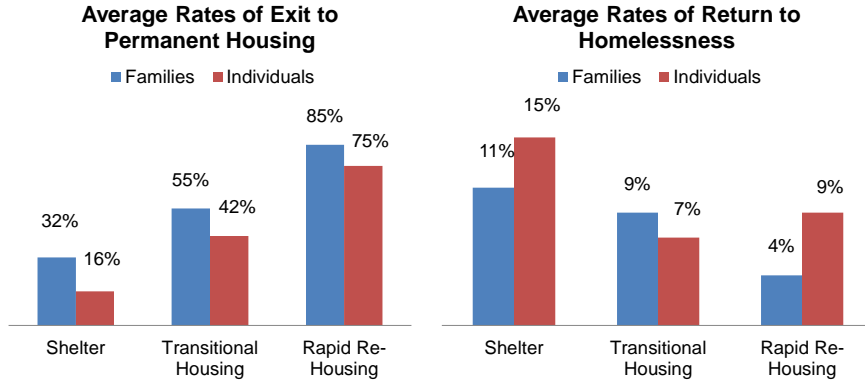
GA BoS

Length of stay in rapid re-housing



National Outcomes

National Outcomes of Rapid Re-Housing

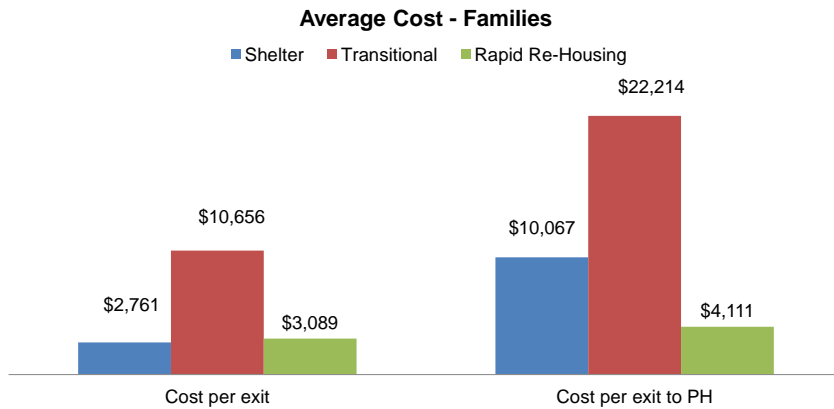


Data from 14 Continuums in seven states that prepared Evaluators for NAEH Performance Improvement Clinics in 2011-2012



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Cost Effectiveness

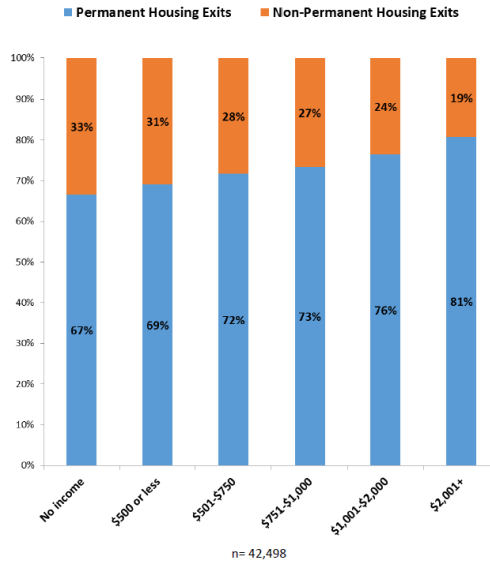


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Exhibit 22: PH Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding VASH Exits, FY 2014³⁵



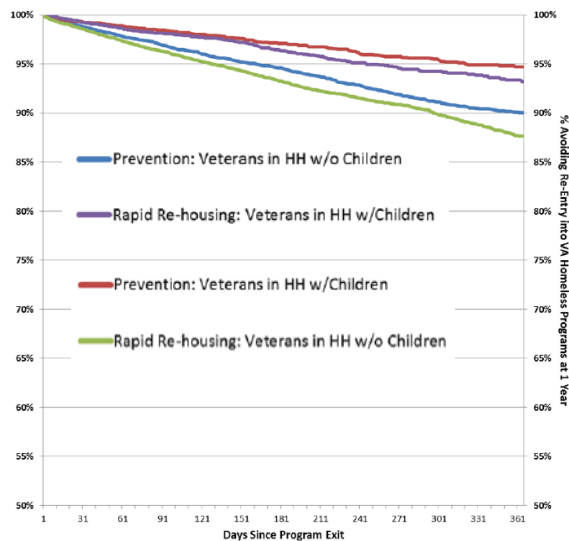
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Outcomes of SSVF

Percent still housed one year after exit from rapid re-housing:

- 94% of families
- 87% of single adults

FY 2013 SSVF Veteran Participants with PH Destinations Avoiding Re-Entry into VA Homeless Programs



Outcomes from WV Balance of State

- Rapid re-housing clients mainly unsheltered, chronically homeless
- \$1,624 - average cost of rapid re-housing per person
- 7 days - average time from intake to placement in permanent housing
- 3 months - average length of time in rapid re-housing



Fredericksburg, VA

- 81% decline in chronic homelessness over 6 years
 - 2010: 83
 - 2016: 16
- Housed 81 people in 12 months in 2016
- 98% remained housed



Impact of rapid re-housing

Is your rapid re-housing having a measurable impact on reducing homelessness in your community?



Why rapid re-housing in rural areas?

- Allows people to stay in place and not drive hours to receive services
- Keeps people connected to their natural support systems
- In an environment of limited resources, rapid re-housing allows you to serve more people



CORE COMPONENTS OF RAPID RE-HOUSING

Tenancy Barriers

What are tenancy barriers?

- Rental history
- Landlord references
- Income
- Employment
- Family size
- Pets
- Others?

Don't screen people out for:

- Not enough income at entry
- "Employability"
- Exhibiting a "desire" to change
- Having a "good" attitude
- Being cooperative and engaging
- Seeming "motivated"
- Having tried rapid re-housing before

Rapid Re-Housing Performance Benchmarks and Program Standards

- 3 benchmarks
 - 30 days from enrollment in rapid re-housing to move into permanent housing
 - 80% of exits from rapid re-housing are to permanent housing
 - 85% of households do not become homeless again within a year
- 53 standards
 - 3 Core Components
 - Program Design and Philosophy

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ends homelessness for
families and individuals.

RRH
HELPS



FIND HOUSING

Help people quickly find housing within one month or less.

PAY FOR HOUSING

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STAY IN HOUSING

Help access services so people can stay in housing.

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FIND FAST

HOUSING IDENTIFICATION



Build relationships with landlords to have access to as many housing units as possible.



Find and secure housing as quickly as possible after a person or family becomes homeless.



Limit the time a family or individual spends homeless. Move people into housing within **30 days or less**.

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Housing Identification Standards

- Actively recruit and retain landlords
- Find housing that participants can maintain
- Facilitate shared housing
- Help participants access desirable units



Activity

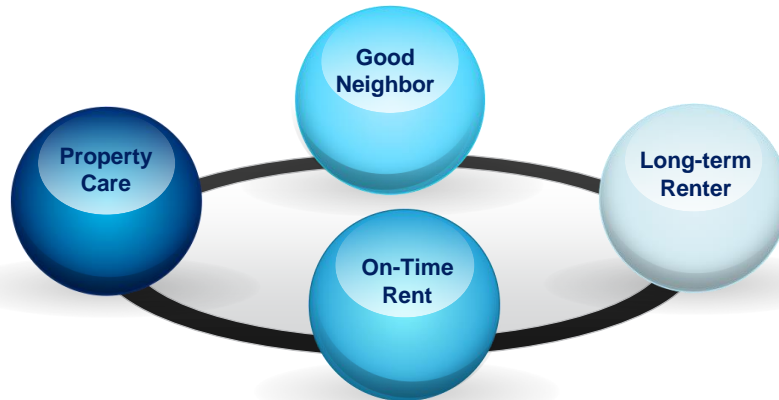
Rapid Re-Housing Simulation

Rapid Re-Housing Simulation

- Randomly take a role and read it **to yourself**
- Play your part, add realistic information as needed
- There are three interviews
 - 1) Landlord and Family #1
 - 2) Landlord and Family #2
 - 3) Landlord and Family #2 AND Housing Locator
- Landlord **score each interview**

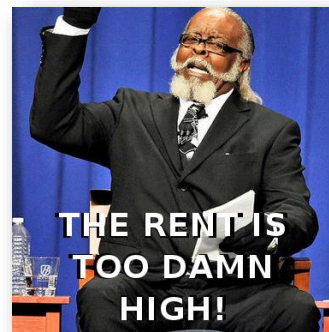
Sit Tight Until Interview #3
Housing Locator!!!

Four Things Landlords Want



High Cost, Low Vacancy Markets

- Developing and maintaining landlord relationships must be someone's full time job
- Housing search is proactive
- Have realistic conversations with clients about what they can afford
- Cut checks fast
- Focus on housing



Creativity is Key



Housing Identification in Rural Communities

- Your agency's reputation and partners are a huge asset
 - Board members, postal workers, cops, volunteers, faith community
- When you only have a few landlords in a community, keeping them happy becomes critical
- Get creative with shared housing, home sharing



What would you do?

“The landlord called the Housing Navigator to report that my client’s neighbors have been complaining of a lot of traffic in and out of the apartment. He wants the program’s help in resolving the issue.”



Adapted from Micah Ministries Training Scenarios

What would you do?

- Ask:
 - How many people have been staying with you?
 - How do you think it makes your neighbors feel to have so many people around they don't know?
 - Is there another place you could visit with your friends that wouldn't put your housing in jeopardy?
- Revisit the lease:
 - What does your lease say about how many visitors you can have at a time?
 - What does it say happens if you violate the lease?
- Keep the landlord in the loop
- Address visitor issues early and often, before a landlord has to

<p>FIND HOUSING</p> <p>Help people quickly find housing within one month or less.</p>	<p>PAY FOR HOUSING</p> <p>Help people pay for housing short term; longer-term help an option.</p>	<p>STAY IN HOUSING</p> <p>Help access services so people can stay in housing.</p>
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HELP PAY RENT AND MOVE-IN ASSISTANCE

		
<p>Pay for security deposits, move-in expenses...</p>	<p>... and/or rent and utilities.</p>	<p>Length of assistance varies, but often 4 to 6 months.</p>

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Financial Assistance Standards

- Provide assistance for participants to move immediately out of homelessness
- Provide the minimum necessary to maximize the number of households housed
- Not a standard “package” - must be flexible enough to adjust to participants’ unique needs and resources



Creativity and Flexibility

Potential Costs

- Housing search transportation
- Application fee
- Arrears
- Utility connection
- Security deposit
- First month's rent
- Storage and moving costs
- Furnishings and supplies

Considerations

- What does the landlord expect?
- What can I negotiate?
- What can the client resource?
- What does the client need?
- What can I get donated?
- How can volunteers help?

Welcome Home Baskets

- | | |
|---------------------|----------------------|
| Sheets and blankets | Dish scrubbing brush |
| Kitchen towels | Sponges |
| Dishes | Mop and bucket |
| Silverware | Trash can |
| Pots and pans | Trash bags |
| Bath towels | Toilet bowl brush |
| Bath mats | Laundry Bag |
| Shower curtain | Hangers |
| Laundry detergent | Toiletries |
| Broom and dustpan | Children's books |
| | First Aid Kit |



Flexible Financial Assistance

- Financial assistance is not one-size-fits all
- Individualized assistance helps house more people
- Do not forget about client resiliency
- Financial assistance is to pay for housing, not alleviate poverty
- Do not count on a permanent subsidy



Progressive Engagement

I've got
a pot of
coffee!



What is progressive engagement?

Progressive Engagement

Do you need coffee?

Do you need more coffee?

Do you need more coffee?



One Size Fits All

You get 4 cups!

And you get 4 cups!

EVERYBODY GETS 4 CUPS!!!



Ready to Exit?

Is anyone staying with you who is not on the lease?

Do you think you can pay your rent next month?

Do you have any health issues that are going to interfere with your housing?

Are you receiving benefits or do you think you will soon?

Are you following your lease?

Do you have support from your family and friends?

OrgCode Honest Monthly Budget

The Honest Monthly Budget Sample

Client: Chris	Version: 1	Date: February 6
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Things that I have to spend money on:		Formal ways I get money:	
Rent	\$604	Job	\$0
Utilities	\$0	General Welfare	\$731
Food	\$100	Disability	\$0
Arrears	\$300	Pension	\$0
Repairs	\$0	Inheritance	\$0
TOTAL	\$1004	TOTAL	\$731

Other money that comes in goes toward:		Informal ways I get money:	
Child Support	\$0	Binning/Bottle Collecting	\$100
Debts	\$50	Odd Jobs	\$75
Cigarettes	\$100	Treasure Hunting	\$0
Coffee	\$0	Baby Sitting	\$50
Alcohol	\$200	Sex Work	\$0
Other Drugs	\$0	Drug Running/Dealing	\$0
Health Stuff	\$30	Hand Labour	\$200

Source: OrgCode

What would you do?

“My client told me that he would have all of his rent for the next month. Therefore, I did not put in a check request for his rent. Now its after the first and he has some of the money, but not what he reported that he would have.”



Adapted from Micah Ministries Training Scenarios

What would you do?

- Ask:
 - What steps are you going to take to pay that portion of your rent?
 - What plan was in place before that fell through?
 - What do you think will happen if you don't pay your rent?
 - Is there any part of your budget that you are struggling with?
- Remind them:
 - Its your job to keep your housing, and that means paying rent on time, being upfront about what you are struggling with, and meeting deadlines.
- See what the person can come up with on their own
- Be available to resource the individuals problem-solving efforts
- Keep the landlord in the loop
- Ask the program to step in as a last resort



Rapid Re-Housing Case Management and Services Standards

- Voluntary - but proactive - case management
- Strengths-based approach to empower clients
- Help participants build a support network outside of program
- Case plans are:
 - Focused on housing retention
 - Short term
 - Summarize the steps both the case manager and the participant will take



“ We say that at home, we can ‘be ourselves.’ Everywhere else, we are someone else.”

Evicted, Matthew Desmond

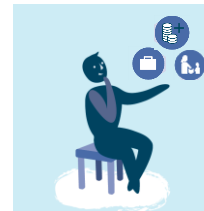
Housing-Focused Services

Paying for my apartment	
How much rent do I pay each month?	
When is my rent due each month?	
Where do I send my rent payment?	
If the rent is late, is there a late fee? How much is the late fee?	
What are the rules about noise?	
What pets are allowed?	
Are there rules about housecleaning?	
Can the landlord enter my apartment?	

- Tenant responsibilities
- Living arrangements
- Healthy Boundaries
- Resourcefulness

Voluntary Services

- Client decides when visits occur, not how often
- Reschedule, reschedule, reschedule
- Identify and support household strengths
- Client identifies goals for how they will keep their housing



Strengths-Based

- Assess and build upon a person's strengths
- Use their strengths to empower them
- Avoids stigmatizing language
- Fosters hope
- Establishes positive building blocks that already exist as a foundation for growth
- Reduces power and authority barrier



Activity

Think of your most challenging client

What were their strengths?



Strengths Based Re-Framing

Deficit Based

- Family is in perpetual crisis
- Family is dysfunctional
- Family resists agency intervention
- Parents fight
- Family wants maximum assistance

Strengths Based

- Family has continued to exist under stress, have strengths that have helped them survive together so far
- Family is overwhelmed and is in need of support
- Family believes in taking care of their own
- Parents are still married, or still communicate
- Family wants to stay housed



Support Map for _____

<p>Family</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p>	<p style="text-align: right;">Friends</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p>
<p>Strengths: _____</p> <p>_____</p> <p>_____</p> <p>May need support with _____</p> <p>_____</p> <p>_____</p>	
<p>Community Assistance Programs</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p>	<p>Other Community Resources</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p> <p>Name: _____ Contact Info: _____ Type of help: _____</p>

Closing a Case

- Exiting planning starts at entry
 - Case plans goals are short term (can be completed within 30 – 90 days)
- Case manager regularly review goal progress, discuss if exit timeline still works, and adjust
 - Transparently discuss options and criteria for ending assistance
- Client and case manager create an exit housing stability plan

Rapid Re-Housing Case Management in Rural Communities

- Use technology
 - Electronic forms and data entry
 - Check in with clients via video chat, texting
- Cluster home visits
- Building partnerships and connections in each community takes time



Commercial Break

Re-Housing Clients with High
Tenancy Barriers

Virginia High Barrier Families Pilot Evaluation

- 11 organizations targeted families with high barriers to housing
- 92% in permanent housing at conclusion of pilot
- Median income increased after housing placement
- Families housed in 30 - 45 days



Chronic Homeless Eligibility

Q: Does someone that is receiving rapid re-housing considered chronically homeless for purposes of remaining eligible for permanent housing placements dedicated to chronically homeless?

A: Yes. Participants maintain their chronically homeless status while they are receiving the rapid re-housing.

[Source: HUD FAQ](#)



Clients with Zero Income

- Employment
- Benefits
- Family/friends support
- Family reunification
- Shared housing



What do I want in a housemate?

What to Look for or Avoid	Very Important	Important	Somewhat Important	Not Important
Someone I like				
Someone who will not have many visitors				
Someone who smokes				
Someone who is clean and sober				
Someone with pets				
A "night" person				

Clients with Substance Abuse Challenges

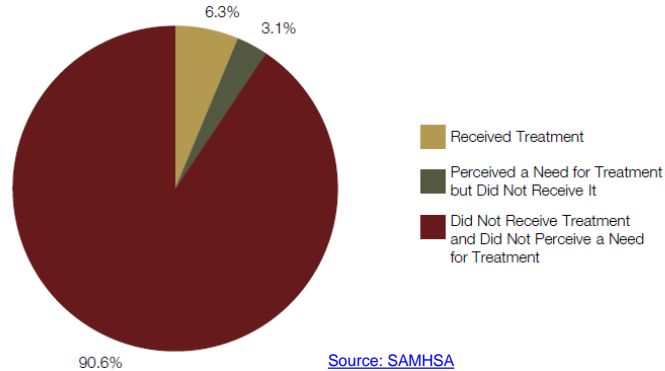
Does it interfere with housing?

- Harm reduction
- Budgeting
- Weekly rent payments
- Find understanding landlords
- Discuss natural consequences of actions
- Representative payee, in rare cases



Past-Year Treatment for Alcohol Use and Perception of Treatment Need Among Individuals Aged 12 or Older With Alcohol Dependence or Abuse (2013)

There were no significant differences in the receipt of alcohol treatment by health insurance status, poverty status, or metropolitan versus nonmetropolitan areas.



What about families?

Prolonged exposure to homelessness has a significant negative impact on adults and children

- CPS involvement after shelter entry increases, most found to be unsubstantiated
- Increase due to family stress and increased scrutiny (“fishbowl effect”)

-Family Homelessness and Multiple Service Systems: Insights From Alameda County, Jason Rodriguez and Marybeth Shinn



Things to Keep in Mind

- Households experiencing homelessness are not significantly different than other poor households
- Majority experience homelessness due to a financial or other crisis
- Prolonged exposure to homelessness has a significant negative impact on adults and children

Activity

Design a Rapid Re-Housing
Intervention

Summary

- Rapid re-housing is not a program, it is a critical system intervention to end homelessness
- The Core Components of Rapid Re-Housing help people:
 - Find housing fast
 - Pay for housing in the short term
 - Stay in their housing

Remember

Rapid Re-Housing Does

- Reduces the length of time people experience homelessness
- Minimize the negative impact of homelessness on their lives
- Assist people to access resources that can help with long term goals – if they choose

Rapid Re-Housing Does Not

- Eliminate poverty
- Assure people will have affordable housing
- Protect people from impact of life losses or bad choices
- Eliminate housing mobility

**HOUSED PEOPLE
ARE NOT HOMELESS**

One thing that you will do
differently in the next week



Questions

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 National Alliance to
END HOMELESSNESS

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