

Getting Rapid Re-Housing Right



SELF-ASSESSMENT

This handout is designed to help you figure out where your “barriers” are to implementing Rapid Re-Housing at each step of the process. Utilize these questions to help you identify barriers and then list them on the next page.

Entry, Assessment, and Referral

- How do people present to us requesting assistance?
- What, if any, diversion strategies are in place to keep people from entering our system?
- After diversion is unsuccessful, who is responsible for the assessment to determine appropriate housing?
 - Which households are referred for RRH?
 - Who decides? Based on what criteria?
- What pre-screening occurs?
- How long does the process from Entry to Referral take?
- How are denials documented? Who approves denials?

Housing Navigation: Locating Housing, Placing Tenants

- How is housing currently identified?
- Do you have a roster of landlord partners and unit availability?
- Is there a coordinated effort to increase landlord participation?
- Do you have a standard packet of materials for landlords?

Financial Assistance

- Do you have a specific subsidy design or is it flexible based on the household?
- How quickly are checks generated for application fees, deposits, and first month’s rent? Also consider, how many people are involved in this process?
- How are move-in household supplies, linens, furniture, etc. obtained?
 - What about unusual or one-off kinds of move-in costs?
- How do you determine whether to keep financially assisting a household?

Support Services

- Are the support services housing-focused (i.e., focused on lease terms and staying housed)?
- Is continued rent assistance based on need (not on CM plan compliance)?
- But what about non-compliant clients? Where’s the accountability? How far do we go?
- Do you have standardized CM materials?
 - Habitability Checklist
 - Honest monthly budget
 - Guest policy
 - Crisis planning
 - Simple summary of lease
 - Housing stability plan
 - Case notes
 - Others?

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IDENTIFYING BARRIERS AND SOLUTIONS

Entry, Assessment, and Referral

Example: Each RRH provider has their own set of screening criteria, making it difficult for Coordinated Entry to keep track of all their referral requirements. Miscommunication tends to happen often at this point.

Barriers	Solutions

Housing Navigation: Locating Housing, Placing Tenants

Example: It is the potential recipients' responsibility to locate housing as we just don't have the staff to do housing navigation. Some recipients never find housing and lose contact.

Barriers	Solutions

Financial Assistance

Example: It takes our financial department 25 days to get payment to the landlord. Some landlords are unwilling to wait that long and won't work with our program.

Barriers	Solutions

Support Services

Example: We are not equipped to serve some of the high needs of our program participants. We are limited to providing one phone call or office per month. We cannot do home visits.

Barriers	Solutions

