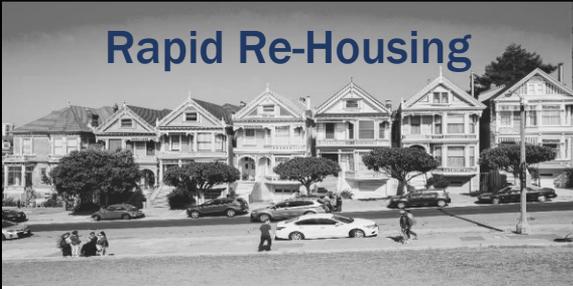


Rapid Re-Housing



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The Florida Housing Coalition, Inc. is a nonprofit statewide organization whose mission is to **bring together housing advocates and resources so that all Floridians have a quality affordable home** and suitable living environment.



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Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar (see panel)
- This webinar is being recorded and will be available at www.flhousing.org
- A survey will immediately follow the webinar. **please** complete it! Thanks!



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Rapid ReHousing Series

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Support Services

THE FLORIDA HOUSING COALITION 

Program Considerations

	BARRIERS	SERVICES OFFERED
HIGH	Zero to low income; No savings	Start up financial assistance; 2x security deposit
	Serious mental illness; poor physical health; chronic substance use	Housing location assistance; accompanying on landlord interviews
	Chronically homeless	12-24 months of financial/support services
	Serious criminal history; poor credit; multiple evictions	Weekly home visits; gradually tapering down

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Program Considerations

MODERATE	BARRIERS	SERVICES OFFERED
	Zero to low income; No savings; Inconsistent employment	Start up financial assistance; 2x security deposit
	Substance abuse and/or mental illness somewhat impacts lease obligation	Housing location assistance; Some independent searching
	Multiple homeless episodes; may or may not be chronic	6-9 months of financial/support services
	Minor to moderate criminal history; poor credit; previous evictions	Weekly home visits for 2 months; gradually reducing



Program Considerations

LOW	BARRIERS	SERVICES OFFERED
	EL to low income; No savings	Time limited financial assistance
	Substance abuse and/or MI not a factor in housing stability	Minimal housing search assistance
	Minimal homeless history	3-6 months financial assistance
Fair credit; No criminal history; No evictions	Bi-weekly check in; very limited support services	



Best Practice - Progressive Engagement

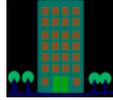
NAEH says...

...a strategy of providing a small amount of assistance to everyone entering the homelessness system. For most households, a small amount of assistance is enough to stabilize, but for those who need more, more assistance is provided.

Simply put, the lightest touch possible.



Support Services – Client Driven



- ✓ Voluntary case management and service participation requires **active engagement**
- ✓ **Strengths-based** approach so as to empower the client
- ✓ **Client directs** when, where, and how often case management meetings occur



“Talk of problems and you create problems; talk of possibilities and you create possibilities.”

-Kerstin Mahlberg and Maud Sjoblom



Support Services – Housing Focused



- ✓ Housing Stability Plan goals are lease-based and focused on **housing retention**
- ✓ Case managers allow families space for problem solving
- ✓ Case managers are available to landlords



“If we’re not talking about housing, we’re having the wrong conversation.”



Support Services – Home Based



- ✓ Services occur **In the client’s home** or a location the client chooses
- ✓ **Respectful** of the client’s space as their own; only enter when invited in
- ✓ Objective-Based



Support Services – Collaborative



- ✓ Focus is on client building support **OUTSIDE** of the program
- ✓ Intended to connect a client with service options that **continue beyond the program**
- ✓ You are not the end all, be all case manager



“If your services are meaningful to participants’ goals, they will choose engagement.”



Housing Stabilization Specialist

- Flexible and Adaptable
- Recognizes participant as the expert
- Able to distinguish barriers to maintaining housing
- Comprehensive knowledge of outside resources
- Able to make recommendations on financial assistance needed and reassess
- Can mediate with landlords as necessary
- Able to maintain a high case load and stay current on documentation



Housing Stabilization Policies

- Staff meet regularly (weekly) to staff and discuss housing stabilization plans
- Staff keep up to date records including all documentation related to financial assistance and grant required documentation
- There is a clear process outlined for how financial assistance is approved
- HH are engaged and assessed one month in advance to forecast necessary assistance
- Staff engage HH no less than once per month



Housing Stabilization Policies

- CM progress notes reflect strengths-based case management
- CM or other staff maintain and update community resources often
- CM has a strong relationship with employment and income opportunities in the community
- Case plans are reviewed regularly (at each visit) and focus on housing and income





Closing the Case



Don't close the case TOO SOON due to:

- Lack of compliance with CM (e.g., not home for scheduled CM visit)
- Failure to progress on goals (e.g., stopped looking for jobs after several rejections, no income)
- Continued bad decisions (e.g., getting pay-day loans, hanging out with drug crowd)
- Current landlord doesn't want to keep tenant due to behavior



Don't keep the case open TOO LONG due to:

- Perceived need for continued CM for non-housing needs
- Need to boost program performance measures
- Housing cost burden over 50% or more
- “Good client” wants to work on long-term goals and continued financial assistance will help



Before you close the case:

- Ensure that appropriate referrals have been made
- If another organization is picking up the case, ensure a “warm hand-off”
- Help tenant complete the exit plan, identify natural supports, etc.



Closing the Case - Policies

- Key indicators that the case is ready to close are clearly outlined
- Written policies about when and how to close the case including who is involved in this decision – including approvals and appeals
- Written policies on the process to transition HH from RRH to PSH if they need long-term rent assistance and intensive case management
- Written policies on how a HH requests HP or RRH assistance after their case is closed?
- Exit Plans are part of the CM role





Community Examples





What's Working in Your Community?



St. Vincent de Paul of Baltimore

- Paradigm shift to Progressive Engagement
- Weekly team meeting for 2 hours to discuss families, brainstorm opportunities, and address barriers to housing stability
- The family and CM review the service plan monthly and CM submits a written report regarding need for ongoing assistance (one month in advance)
- Administrative review for continuance or termination by the Asst. Director, Senior Director, and Sr. VP of Services
- The CM takes this information back to the family and sign an agreement for assistance amount and duration



...Lessons Learned



- Shift from "one size fits all" to short term, flexible rental assistance can be challenging for staff and the organization
- Training is essential. Staff may not want to make the shift
- RRH is not for every professional staff
- Organization must be willing to take risks and have funders understand it is a "work in progress"



The Road Home: Salt Lake City

- Leveraged multiple funding sources to create a streamlined process for households exiting into housing
- Repurposed TH to PSH
- Designed the funding around their innovative program idea: Progress engagement **rather than** designing the program around the funding
- Approximately 10% of participants end up in PSH. Everyone else stabilizes along the way
- Approx. 87% remain stably housed
- See Progressive Engagement Stability Guide



The Road Home: Salt Lake City

Housing vs. shelters *A snapshot of the Road Home's homeless services*



HOUSING

By average numbers served: **1,700** per night*



SHELTERS

By average numbers served: **833** per night**

*People housed the week of Aug. 14, 2016: 1,888 (871 children)
**Shelter capacity: 1,390

SOURCE: Road Home internal reports

DESERET NEWS GRAPHIC



Tips From The Community



- Our job is not to alleviate poverty
- Our job is not to resolve substance abuse or mental health issues
- People are more resilient than we generally give them credit for
- We are not good predictors of success
- Buy-in and attitude are critical to success
- A certain degree of risk is associated with the budgeting process

Check Your Toolbox

- Honest Monthly Budget
- Exit Planning
- <https://endhomelessness.org/resource/rapid-re-housing-toolkit/>
- www.orgcode.com



