

# Essential Strategies for Serving Vulnerable Families with Rapid Re- Housing

2016 National Conference on Ending Family & Youth  
Homelessness

# Background

- SSVF Grantee
- Coordinated Intake, Assessment and Referral
- “Functional Zero”

## Common Barriers

- Evictions – recent and/or numerous
- Income levels – fixed, zero, or insufficient
- Medical and/or mental health concerns
- Felony police records and/or active warrants
- Substance use and/or abuse
- Gambling
- Large families – 5+ in a household

# Key Strategies

- Progressive Engagement
- Critical Time Intervention
- Motivational Interviewing
- Strengths-Based Practices

# Developing Partnerships

- Develop and Maintain Partnerships
  - Property Managers and Realtors
  - Community Agencies
  - Veteran Families

## Maintaining Partnerships

- VA's Community Resource & Referral Center (CRRC) – Centralized Intake Hub
- Clark County Social Services /Continuum of Care
- Foundation for an Independent Tomorrow (F.I.T.)
- Goodwill Employment Center
- Nevada Department of Education, Training, and Rehabilitation
- Disabled American Veterans
- Las Vegas District Office – Congresswoman Dina Titus (Kim Poole)
- Olive Apartments, LLC
- Genesis Realty

## Key Steps for Developing and Maintaining Partnerships

- Property Managers, Realtors, and Community Providers
  - Face-to-face meetings with decision makers
  - Provide information about the scope of the program and population served
  - Maintain open lines of communication
  - **Follow through with commitments**

# Outcomes

## Family Information

- 34% of Veterans served constitute families FY15
- 60% of those families are RRH
- 75% of RRH families are below 30% AMI/HH size

## Expediency of Housing

- 73% of RRH families housed within 30-days of program entry
- 50% of those 30-day families were housed within 7-days and
- 42% were housed same day



## Contact Information

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# Essential Strategies for Serving Vulnerable Populations with Rapid Rehousing

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CEO

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# Core Components of Rapid Rehousing

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## Housing Identification

- Recruit Landlords
- Address Barriers to landlord participation
- Assist households to find housing

## Rent and Move in Assistance (Financial)

- Provide financial assistance from move in to stabilization
- Flexible

## Rapid Re-housing Case Management and Services

- Consumer choice
- Advocate and support
- Connections to appropriate support and resources
- Client directed and voluntary

# Homefull- Dayton Ohio

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## Homefull Services

- Provides services to men, women and families throughout the continuum of homelessness
- Accredited Behavioral Health Care Services
- Provides Medicaid Reimbursed services throughout all programs

## Homefull Solutions

- Social Enterprise to develop job training and permanent employment opportunities for Homefull Services clients

## Homefull Innovations

- Provides training and technical assistance to non profits and governmental organizations throughout the country



# Dayton Ohio Homeless System

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Strong outcome based COC

Coordinated Entry

Front Door Assessment

Centralized Waitlist

Waitlist managed by Montgomery County HS

Scored by assessors for RRH

Diverse RRH population

Both singles and families



# Homefull Rapid Re-housing

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## Rapid Re-housing for Families Demonstration Grant

- One of 23 pilot programs for

## Rapid Re-housing for singles and families

- ESG State, and Local

# Homefull Rapid Re-housing Snapshot 2015

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## 88 families

- 87% female head of household
- Average 3 children per household
- 65% of all children under the age of 5 years old
- 60% had no income
- 1% had income from employment
- 100% considered Extremely Low Income
  - Under \$20,000 annual income
- Over 50% had reported recent episodes of Domestic Violence
- 63% report Mental Illness
- 30% report Chronic Alcohol and Drug Addiction

# Housing Strategies

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Housing First

Instill a sense of urgency

Landlord relationships

Quick identification of possible housing and locations

Streamline application process

Use groups to “go apartment hunting”

“Pre-inspection” by case managers



# Financial Assistance

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## FLEXIBLE

- No one size fits all program
- Amount
- Duration

Recertify regularly

Build expectations with clients from beginning

Work with landlords on understanding process

Budgeting skills with clients

# Supportive Services

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Housing focused case managers

Flexible

Non traditional

Technology

Housing First

Community Based

Negotiation skills

Employment

CTI (Critical Time Intervention)

# Overcoming Barriers

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Rental history, past evictions, criminal records, no income,

AOD (Harm Reduction)

Mental Health (Community Psychiatric Support Treatment)

Community Support (Circles, Faith Based)

Employment services (Homefull Solutions)

# Creative Solutions-Homefull

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Landlord relationships (open houses, unit turns, landscaping, damages)

Social Enterprise for employment options (Homefull Solutions, farm, landscaping, market and property management)

Technology (I-pads, Cloud based)

Streamline application process- (Common Application developed by Homefull for private landlords)

Background screening

# Building Relationships

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Landlord meetings

Provide cost savings opportunities to private landlords

- Landscaping
- Property Maintenance
- Unit Turns

Streamlined their application process

Strong supportive services and continued contact with landlords

Community contacts

Employment agencies

Jobs Programs

# Outcomes

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Average length of homelessness cut in half within 2 years to under 40 days

100% positive exits from RRH

0% Recidivism no family returned to shelter

- Less than 10% 3 years post shelter

100% increased incomes

56% were employed at exit

Average length of time in RRH was 6 - 7.5 months

# Rapid Rehousing For High Barrier Families



CHELA SCHUSTER  
UMOM NEW DAY CENTERS

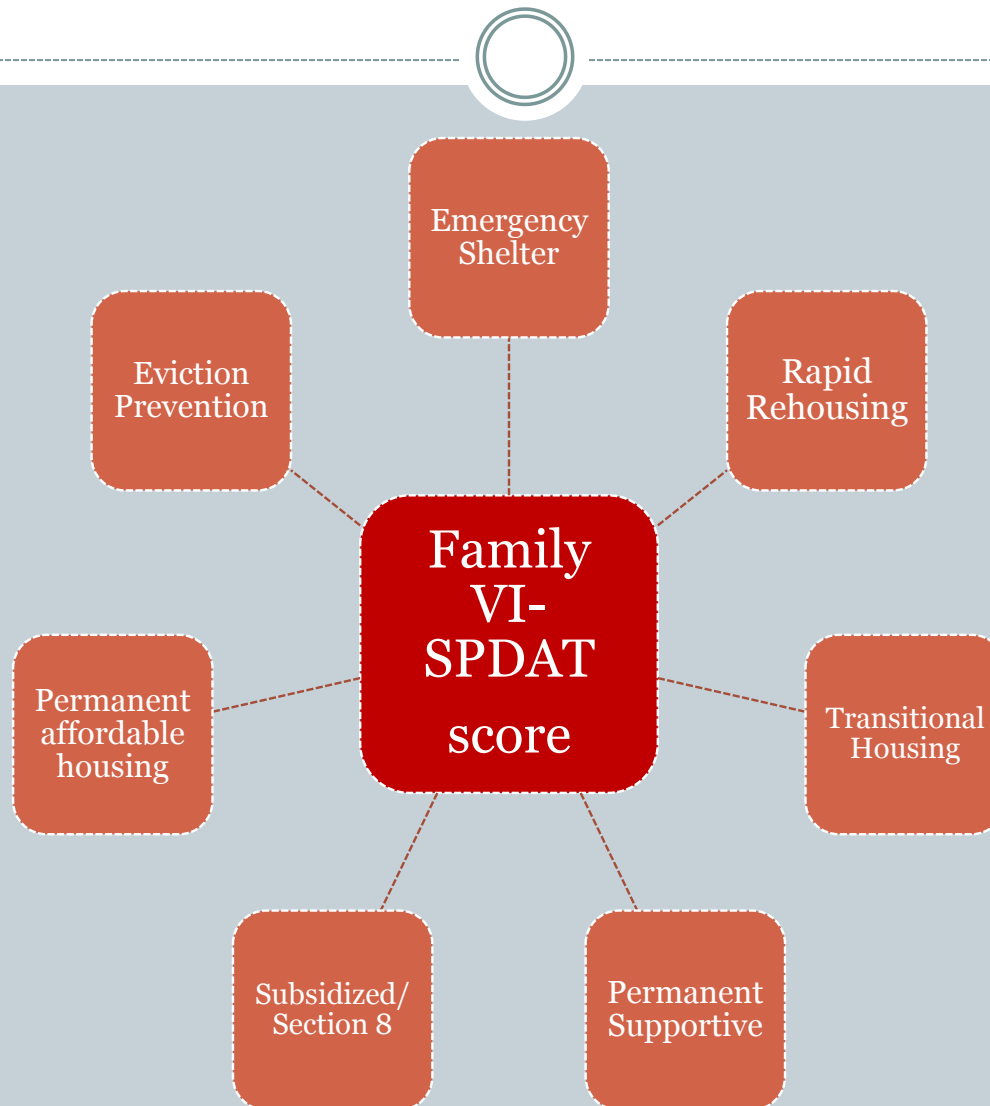


# Coordinated Entry





# Assessment Determines Intervention



# RRH at UMOM



- Client selects scattered site unit
- Deposits paid
- Reviewed and Extended only as needed
- Average length in program 5 months

**2015**

**265 households served**

- 66% of households earn less than \$500/month at program entry
  - 89% of households under 30% AMI

# Barriers



- Little to no income
- Criminal background
  - Poor credit
- Wage garnishments

# Housing Identification



## Landlord outreach

- UMMOM Housing Partnership with Home Inc.
- Landlord forums
- Nontraditional resources (Craig's List, client referrals)

# Housing Identification concerns



- Competition in student and high poverty areas
- Separating needs from wants
- Assessing safety
- Consider long and short term housing goals

# Case Management



- ❖ Assessment Determines Need
- ❖ Informs Case Plan
- ❖ Focus Only on Areas of Higher Acuity
- ❖ Determines Frequency and Intensity of Case Management
- ❖ Exit Planning Early and Often

# Earned Income



- Workforce Connections
- Apprenticeship programs
- Job coaching/ resources to maintain
- Creative employment solutions  
(babysitting, cleaning houses, etc)
- Entitlements

# Addressing criminal background issues



- Homeless Court
- Veterans Court
- Arizona StandDown



# Income for veterans



- **Connection to VA resources**
- **Relationship with Veterans Community Resource and Referral Center (CRRC)**
- **Linkage with other VSO's**

# OUTCOMES



- 93 % exits to permanent housing
- 7% Recidivism rate over 2 years



# Questions?



# Contact information



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