

An Introduction for California RRH Providers: Rapid Re-housing Performance Benchmarks and Program Standards



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Today's Webinar

- Please note that all lines are on mute.
- We will be taking questions at the end of the presentation. Please pose questions at any time in the Questions box.
- The webinar and slides will be posted following the presentation at endhomelessness.org.



POLL

What is your familiarity with RRH?

- Operating an RRH program for less than 2 years
- Operating an RRH program for 2 or more years
- I am a new grantee that is not yet operating the program
- I am a funder with some familiarity with the RRH model and best practices in RRH
- Other

POLL

What funding do you receive?

- CalWORKs
- ESG
- CalWORKs and ESG
- CoC, CalWORKs, ESG
- Other

Today's Webinar

- I. Introduction to Rapid Re-housing and new Rapid Re-housing Performance Benchmarks and Program Standards
- II. Overview of Rapid Re-housing
- III. Program Philosophy and Design Standards
- IV. Housing Identification Standards
- V. Rent and Move-In Assistance Standards
- VI. Case Management and Services Standards
- VII. Performance Benchmarks
- VIII. Questions



Welcome

Tim Lawless, Department of Social Services

**Cindy Cavanaugh, Department of Housing &
Community Development**

Norm Suchar, HUD SNAPS Office



Introduction to the Standards and Performance Benchmarks

- Purpose of developing RRH standards
- Process of developing RRH standards
 - Provider feedback
 - Benchmarks based on current practice – how to measure your performance
- Federal agencies' support
 - HUD
 - VA
 - USICH
- Comparison to other standards

How to Use the Standards

Funder, State Leaders, and Coalitions

- Use standards to increase the effective implementation of rapid re-housing
 - development of Requests For Proposals (RFPs) for a variety of funding streams
 - set performance and outcome goals for program
 - evaluate applications for new rapid re-housing programs
 - review current program performance.

Providers

- Use standards to improve their own rapid re-housing practice and to evaluate possible rapid re-housing partner agencies

Continuums of Care (CoCs)

- Use standards during the process of developing written standards for how they plan to administer assistance through coordinated assessment.

How to Use the Standards

P = Program Philosophy and Design Standards

H = Housing Identification Standards

R = Rent and Move-in Assistance Standards

C = Case Management and Services Standards

How to Use the Standards

- Principles
- Rationale
- Standards
 - Program Staff
 - Program Policies
 - Program Activities

POLL

What is your biggest challenge in implementing effective RRH?

- Challenging Housing Market
- Lack of training on best practices in RRH
- Connecting households to services
- Helping households to increase income
- Other

An Overview of Rapid Re-housing



Core Components of Rapid Re-housing

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-Housing Case Management and Services

Why Rapid Re-housing?

- Increases the number of people communities are able to serve
- Reduces the overall number of people experiencing homelessness
- Helps people exit homelessness quickly to permanent housing and not return to shelter

Why Rapid Re-housing?

- Reduced length of shelter stays frees up crisis beds for others in need
- Reduces the negative impacts of long-term homelessness
- Improves household outcomes
- Increases a household's self-sufficiency
- Decreases overall homelessness

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.

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.



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**.

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.



HELP PAY RENT AND MOVE-IN ASSISTANCE



Pay for security deposits, move-in expenses...

... and/or rent and utilities.

Length of assistance varies, but often **4 to 6 months**.

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.



HELP STAY RAPID RE-HOUSING CASE MANAGEMENT AND SERVICES

Connect families and individuals to services and supports in the community.

Help resolve issues that may threaten housing stability, including conflicts with landlords.



Program Philosophy and Design

Program Philosophy and Design: Principles

- Programs should coordinate and participate fully with the broader homeless assistance system to **engage as many households as possible**.
- Rapid re-housing is an intervention designed for and **flexible** enough to serve anyone not able to exit homelessness on their own.
- Programs **should not screen out** households based on a score on an assessment tool or criteria that are assumed, but not shown, to predict successful outcomes, such as a minimum income threshold, employment, absence of a criminal history, evidence of “motivation,” etc.
- Participants have all the **rights and responsibilities of typical tenants** and should sign a standard lease agreement.

Program Philosophy and Design: Standards

Program Staff

- ❑ P1. Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that include training on Housing First and rapid re-housing principles.

Program Philosophy and Design: Standards

Program Policies

- P3. Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not include screening possible participants out for income or lack thereof.

- P4. Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to “predict” long-term housing stability other than willingness to engage the program and work on a self-directed housing plan

Program Philosophy and Design: Standards

Program Activities

- P8. Program participates in the local community's Homeless Management Information System (HMIS) meaning they collect all required data standards and take steps to ensure quality data entry.

- P9. Program participates in and accepts referrals from the local coordinated entry system and participates in efforts to improve the efficiency and quality of referrals when necessary....

Core Components Standards

Housing Identification

Housing Identification: Principles

- Within the limits of the participant's income, a rapid re-housing program should help households **access units that are desirable and sustainable.**
- Housing identification efforts should be designed and implemented to **actively recruit and retain landlords** and housing managers willing to rent to program participants who may otherwise fail to pass typical tenant screening criteria.

Housing Identification: Principles

- The landlord is a vital partner. The RRH provider must be **responsive to landlords** to preserve and develop those partnerships for the purposes future housing placements.

Housing Identification: Standards

Program Staffing

- **H1.** Program designates staff whose responsibility is to **identify and recruit landlords** and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord supports. **A program may have dedicated staff for whom this is the primary responsibility.**

Housing Identification: Standards

Program Policies

☐ H4. Program offers a **standard, basic level of support** to all landlords who lease to program participants.... Program can negotiate **additional supports, as needed**, on a case-by-case basis. At a minimum...

H4a. **Respond quickly** (within one business day)...

H4b. **Seek to resolve conflicts...**

H4c. Whenever possible, **negotiate move-out terms...**

Core Components Standards

Rent and Move-In Assistance (Financial)

Rent and Move-in Assistance: Principles

Principles

- Rent and move-in assistance should be flexible and tailored to the varying and changing needs of a household while providing the assistance necessary for households to move immediately out of homelessness and to stabilize in permanent housing.

Rent and Move-in Assistance: Principles

Principles

- Program should make efforts to maximize the number of households it is able to serve by providing households with the financial assistance in a progressive manner, providing only the assistance necessary to stabilize in permanent housing.

Rent and Move-in Assistance Standards

Program Staff

- ❑ R4. A **progressive approach** is used to determine the duration and amount of rent assistance. Financial assistance is **not a standard “package” and is flexible enough to adjust to households’ unique needs** and resources, especially as participants’ financial circumstances or housing costs change.

Rent and Move-in Assistance Standards

Program Activities

- ❑ R5. Program provides when needed—either directly or through formal agreement with another organization or agency—financial assistance for housing costs, which may include rental deposits, first month’s rent, last month’s rent, temporary rental assistance, and/or utility assistance.

Rent and Move-in Assistance Standards

Program Activities

- ❑ R8. Program helps participants meet basic needs at move-in, such as securing basic furnishings for an apartment, including mattresses and basic kitchen items such as a pot for cooking and utensils.
- ❑ R9. The transition off financial assistance is coordinated with case management efforts to assist program participants to assume and sustain their housing costs.

Core Components Standards

Rapid Re-Housing Case Management and Services

Case Management and Services Standards

Obtain and Move into Permanent Housing

- Obtain and Move into Permanent Housing

Support Stabilization in Housing

- Support Stabilization in Housing

Close the Case

- Close the Case

Case Management and Services: Principles

- 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.
- 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...

Case Management and Services Standards

Program Staff

- ❑ C1. Case manager's job descriptions direct case managers to **focus on housing** and to use strengths-based practices focused on participant engagement and meeting the unique needs of each household.

- ❑ C2. In programs that have specialized staff that conduct housing location, case managers work closely with housing locator staff to match the client to an appropriate unit as quickly as possible.

Case Management and Services Standards

Program Policies

- ❑ C4. Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible.

- ❑ C9. Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible...

Performance Benchmarks

Performance Benchmarks

- It is important to remember that rapid re-housing **is a Housing First intervention** and programs should not be screening out households based on criteria that are *assumed* to predict successful outcomes, such as income, employment, criminal history, mental health history, medical history, or evidence of “motivation.”
- The benchmarks are based on performance data of programs that *do not* screen households out on the basis of the above barriers.
- Measure performance using HMIS

Performance Benchmarks

RRH's three primary goals:

1. Reduce the length of time program participants spend homeless,
2. Exit households to permanent housing, and
3. Limit returns to homelessness within a year of program exit.

Performance Benchmarks

Reminder:

A community may not yet have any programs that meet these benchmarks.

- Set alternate performance goals for the purposes of comparison between programs.
- Set alternative goals for performance improvement, while programs work to achieve these benchmarks.

QUESTIONS?

RESOURCES

Rapid Re-housing Performance Benchmarks and Program Standards

<http://www.endhomelessness.org/library/entry/rapid-re-housing-performance-benchmarks-and-program-standards>

Rapid Re-housing “Know-How” Series

<http://www.endhomelessness.org/library/entry/rrh-know-how>

Rapid Re-housing: A History and Core Components

<http://www.endhomelessness.org/page/-/files/RRH%20Core%20Elements%20Brief.pdf>

RRH WEBINAR SERIES: SAVE THE DATES!

RRH: Housing Identification (Register at:

<https://attendee.gotowebinar.com/register/528130993536576515>)

Wednesday, May 25, 2016, 11:00 a.m. – Noon

RRH: Rent and Move-In Assistance (Register at:

<https://attendee.gotowebinar.com/register/4136940361641635587>)

Thursday, June 9, 2016, 11:00 a.m. – Noon

RRH: Case Management and Services (Register

at: <https://attendee.gotowebinar.com/register/2017092938405814275>)

Thursday, June 23, 2016, 11:00 a.m. – Noon