

California Rapid Re-Housing Webinar Series #3

Rapid Re-Housing: Rent and Move-In Assistance

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Today's Webinar

- Webinar #3 in a 4 part series for California RRH providers
- 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.

Agenda

- Welcome
- Overview of RRH ***Rent and Move-In Assistance*** (Move-In; Ongoing Assistance)
- Program Strategies for Move-In Assistance
- Program Strategies for Time-Limited Housing Assistance
- Questions

Overview:

Rent and Move-In Assistance

Two primary activities:

1. Financial assistance for housing **start-up/move-in costs**
2. Time-limited financial assistance for **housing costs after move-in**

Why?

- If you lost your previous housing because you were \$500 short on the rent, it's not likely you will have \$2-3000 for the start-up expenses of obtaining new housing.
- If you lost a significant source of income, it will probably take some time to replace it and you'll need some help to cover the gap while housing is stabilized.

The Practice Standards

- Standards identify the program design, policy, staff training, and quality assurance tasks for RRH programs
- Methods are determined by each program
- Creativity is encouraged!
- Programs can adapt or adopt methods from each other
- Today's models:
 - Volunteers of America of Northern CA & Northern NV
 - U.S. VETS Inc.

1. Financial Assistance for Housing Start-Up/Move-In Costs

Potential Costs

- Application Fee
- Arrears for utilities or rent -- when justified/necessary
- Utility connect fee
- Transportation for housing search
- Security Deposit -- doubled only when necessary
- First Month's Rent -- and Last Month, if necessary
- Storage and moving costs, if applicable
- Basic furnishings, supplies, food -- if needed

Program Planning/Design

- **Eligible Expenses and Criteria:** What costs will you pay and under what circumstances? What documentation do you need?
- **Approval Process:** What level of approval will you require for particular cost types or costs exceeding a specific level?
- **Flexibility:** How can you assure that assistance is individualized? That it can flex up or down for changes?
- **Progressive Assistance:** How will you pay only for essential expenses that the household/individual cannot pay or secure by other means.
- **Avoid delays in payment to landlords!** What will it take to cut a check as soon as a lease is offered?

Note: Certain costs might not be eligible for some funding sources (e.g., ESG, HSP). Providers should look at funding limitations and consider obtaining and braiding other public and private funding.

Housing Start-Up Costs: To Pay or Not to Pay

1. Virtually everyone will need help with security deposits and first month's rent
2. Ask yourself what else is needed and be creative
3. If your partner landlord insists, you need to find a way to pay: your partner landlords are a long-term investment!
4. Bargain for a lower cost where possible: utility fees? Arrears if necessary? Tenant Screening company fees?
5. Solicit cash or material donations from local or chain stores, faith communities, clubs/associations: furniture, kitchen equipment, bedding, a week's worth of groceries...

2. Time-Limited Financial Assistance After Move-In

Potential Costs:

- Rent: subsidy range from 0 to 100%
- Utilities: subsidy range from 0 to 100%
- Other financial assistance needed to increase income and/or stabilize housing

(to be discussed during Case Management and Services Webinar #4)

Program Planning/Design

- **Program Participant Payments:** How do you decide how much the household will contribute to rent and utilities?
- **Ending Financial Assistance:** How do you transition a household off financial assistance without jeopardizing their housing (“Cliff Effect”)?
- Are these policies and procedures consistent with **individualized, flexible, progressive assistance**?

Rental Subsidy Strategies: Pros and Cons

Defined Amount

Advantages	Disadvantages
<p>Incentive to select lower-cost housing</p> <p>If amount is equivalent to deep subsidy, HH could pay off arrears and debts with own income, freeing more income for rent</p> <p>Simplifies agency budgeting</p>	<p>Doesn't allow flexibility if HH income changes</p> <p>If amount is equivalent to deep subsidy, ending subsidy risks Cliff Effect</p> <p>If amount is too low, HH may not be able to pay rent</p> <p>Can program assist HHs with zero income?</p>

Rental Subsidy Strategies: Pros and Cons

**HH pays only 30%--Subsidy
pays balance**

Advantages	Disadvantages
<p>HH may be able to pay off some debts or arrears with own income</p> <p>Inherently flexible since subsidy is based on HH income</p> <p>Allows up to 100% subsidy when needed</p>	<p>HH may want to select higher-priced unit</p> <p>HH may not have opportunity to develop and practice a budget based on more realistic rent burden</p> <p>Could result in Cliff Effect: HH may be unable to sustain rent without subsidy</p> <p>May over-subsidize some HHs</p>

Rental Subsidy Strategies: Pros and Cons

Declining/Step Level Subsidy

Advantages	Disadvantages
Predictability of rent subsidy	<p>HH's income may not increase in lock-step with declines in subsidy</p> <p>May over-subsidize some HHs or under subsidize others</p> <p>How can agency assist zero income HHs?</p> <p>Lacks flexibility, individualization</p>

Other Options?

- Blended Model?
- Select subsidy that is progressive—only as much subsidy as needed by *this* HH at this time
- Build in re-negotiation of subsidy amount as HH circumstances change

RRH programs share successful strategies for Initial Housing Start-Up Costs & Time- Limited Financial Assistance

Heather Carver

**Rapid Re-Housing
Program Director**

Volunteers of America

**Northern CA &
Northern NV**

Veronica Gonzalez

**SSVF Program
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U.S. VETS

LA & Orange Counties

Best Practices

- Understand program limitations based on funding source
- Tailor services to individual needs
- Collaborate and coordinate with other RRH providers including HSP to provide the same services and financial assistance

Financial Assistance

Client/Household Name: B Smith
 File Number: F302

Number of people in household: 4
 Gross Annual Household Income from AIC tabs: \$10,668

Unit size(s) eligible:

Eligible?	Unit Type	Max Monthly Assistance	Occupancy	
			Min	Max
	Efficiency		1 person	2 people
	1 bedroom		1 person	3 people
Yes	2 bedroom	\$896	2 people	5 people
Yes	3 bedroom	\$1,030	3 people	7 people
Yes	4 bedroom	\$1,164	4 people	9 people
	5 bedroom		5 people	11 people
	6 bedroom		6 people	13 people
	7 bedroom		7 people	16 people

Financial Assistance

Sacramento Housing and Redevelopment Agency (Agency) Agency Income Calculation Sheet (AICS) effective 2/1/2015															
Clear Colored Cells															
LEGEND:		Frequency:													
Complete colored cells	Rule: (Auto View): Place mouse over cell. (Manual View): Right click and select Show or Hide Comment.	Daily = 366 (Leap Year)	Daily = 365	Weekly = 52	Bi-Weekly = 26	Bi-Monthly = 24	Monthly = 12	Quarterly = 4	Trimester = 3	Semi-Annually = 2	Annually = 1	Page 1			
		Property Name	Unit Number	Head of Household Name			Information Re: Household Member Name			Member #	Completed By Owner/Manager				
RRH		F302		B Smith			B Smith			1	HC				
Employment #1				Rule				Employment #2				Rule			
Company/Business Name								Company/Business Name							
Complete Parts I, II and III								Complete Parts I, II and III							
PART I: VOE Regular Income				PART IV: Paystub Average				PART I: VOE Regular Income				PART IV: Paystub Average			
1: Base Pay Calculation (BPC) - Use 1a or 1b								1: Base Pay Calculation (BPC) - Use 1a or 1b							
1a: Current Rate	Average Hrs per Week	Frequency	1a: Sub-total	Pay Period Dates	Gross Amount	1a: Current Rate	Average Hrs per Week	Frequency	1a: Sub-total	Pay Period Dates	Gross Amount				
			\$0.00	1 5/15/2016	\$889.00				\$0.00						
				2 5/30/2016	\$754.32										
1b: Current Rate	Frequency	1b: Sub-total	A: Sub-total BPC					1b: Current Rate	Frequency	1b: Sub-total	A: Sub-total BPC				
		\$0.00	\$0.00							\$0.00	\$0.00				
2: Overtime (OT) Rate 1	Average OT Hrs per Week	Frequency	B: Sub-total					2: Overtime (OT) Rate	Average OT Hrs per Week	Frequency	B: Sub-total				
			\$0.00								\$0.00				
3: Additional Pay (AP)	Amount	Frequency	Sub-total					3: Additional Pay (AP)	Amount	Frequency	Sub-total				
			\$0.00								\$0.00				
			\$0.00								\$0.00				
			\$0.00								\$0.00				
			\$0.00								\$0.00				
			\$0.00								\$0.00				
			C: AP Sub-total								C: AP Sub-total				
			\$0.00								\$0.00				
4: Anticipated Rate Increase (ARI) - Use 4a or 4b								4: Anticipated Rate Increase (ARI) - Use 4a or 4b							
			Paystub total	\$1,643.32					Paystub total	\$0.00					
			# of Paystubs	2					# of Paystubs	0					
			Average	\$821.66					Average	0					
			Frequency	24					Frequency						
			Part IV Total	\$19,719.84					Part IV Total	\$0.00					

Financial Assistance

RRH Rental Assistance Maximum Levels					
Units Types	2016 FMR	Family Income			
		0-9% AMI	10-14% AMI	15-24% AMI	25-30% AMI
Efficiency	\$707	\$566	\$424	\$354	\$283
1 Bdrm	\$815	\$652	\$489	\$408	\$326
2 Bdrm	\$1,026	\$821	\$616	\$513	\$410
3 Bdrm	\$1,495	\$1,196	\$897	\$748	\$598
4 Bdrm	\$1,791	\$1,433	\$1,075	\$896	\$716
5 Bdrm	\$2,060	\$1,648	\$1,236	\$1,030	\$824
6 Bdrm	\$2,328	\$1,863	\$1,397	\$1,164	\$931
7 Bdrm	\$2,597	\$2,078	\$1,558	\$1,298	\$1,039

Fair market rents as determined for Sacramento County by HUD. Assistance levels will calculate off the market rents as follows: 0-9% AMI = 80% of market; 10-14% AMI = 60% of market; 15-24% AMI = 50% of market; 25-30% AMI = 40% of market. To update on an annual basis, change market rents only in yellow cells.

Check Request Process

- Documents are reviewed by Housing Specialist, Program Director, Compliance Director and Finance director prior to disbursement of checks
- Check approval 3-5 days
- Special requests for those checks needed sooner
- First check is hand delivered; other months are mailed
- Monthly check in's with property management

Staff Training

- Reassessment dictates if longer services are needed and monthly assistance changes
- Case Manager can advocate
- All reassessments approved by Program Director and Compliance Director
- PD conducts weekly supervision with case managers
- Monthly case conferencing with other RRH providers

Snapshot

Average length: 7.5 months (this includes zero income HH)

Average financial assistance: \$5400

Our 3 grants allow us to provide up to 24 months. We tailor to what the household needs; averaging 7.5 months. In 3 years, we have had 5 HH receive over 12 months.

Exiting the program

- Reassessments conducted every 90 days: must be below 30% AMI
- Case management conducted weekly to link HH to services, increase income and maintain monthly budget

Move-In & Rental Assistance

Housing First Approach

- Homeless individuals should be assisted in accessing housing as quickly as possible
- Direct support through Case Management (depending on need of household)

Housing is a choice not a placement

- Input on preferences and presented with a range of housing options (Iain De Jong, Excellence in Housing-Based Case Management)
- Ensure housing is affordable/sustainable

Move-In & Rental Assistance

Temporary Financial Assistance (TFA)

- Ongoing assessment of “But for” criteria
- Process for TFA
- Flexible to the needs of household
- Tailored to clients barriers to housing
- General Household items
- Gradual Reduction of TFA

Move-In & Rental Assistance

TFA Requests process

- Case Manager completes Housing Plan
- Lease or Intent to Rent completed (Promissory Note)

Supportive Services Request

- Number of Requests/Previous Funds Disbursed
- How funds support housing stability
- Checklist – Housing Stability Plan Completed/Rent Reasonableness
- Submitted through Case Manager > Coordinator > Financial Department

Move-In & Rental Assistance

Rapid TFA Assistance

- TFA processed in 3-5 days
- Security Deposits - No limit (within CA limits)
- Rental Assistance (6-9 months)
- General Household Items (\$1500 per household)
- Utility Assistance (Deposit and Arrears)

Flexible to the needs of clients

- Some households may need additional assistance to remain stably housed
- Security deposits for clients with credit issues
- Rental assistance for prorated portions (mid month move-in)
- Utility Deposits/Enrolling in low income rates

Move-In & Rental Assistance

General Household Items

- Refrigerator/Stove
- Beds with linen
- Plant/Picture Frames
- Cleaning Supplies
- Toiletry items
- Plates/Pots and Pans
- **Connect household with community partners to fill the gaps**

Move-In & Rental Assistance

Gradual Reduction of TFA

- Case Manager begins the conversation of cost sharing during enrollment
- Creates a Housing Plan with cost sharing
- Following move-in create a new budget
- Ensure they are connected to community resources in their communities

Move-In & Rental Assistance

Staff Training

- All staff attend collaborative training/orientation program
 - Weekly tasks/phone conference/best practices
- In-house orientation/training
 - Supervisor monitors progress
 - Learn program from screening to exit

Determining length of financial assistance

- Weekly case conference meetings/Individual

Supervision

- Team Meetings
- Review household budget
- Ensuring client meets “But for” criteria

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 DATE!

RRH: Case Management and Services

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

Register at:

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