Rapid Re-housing

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Nat’l Alliance to End Homelessness
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The National Alliance to End Homelessness is a nonprofit, non-partisan, organization committed to preventing and ending homelessness in the United States. By improving policy, building capacity, and educating opinion leaders, the Alliance has become a leading voice on this issue.

The Alliance’s Center for Capacity Building is leading the implementation of solutions that reduce homelessness in communities across the country. The Center accelerates the adoption of solutions that are cost effective, data driven, and that will ultimately accomplish the goal of ending homelessness.
I. Welcome and Introductions
II. Rapid Re-Housing Role Play
III. Rapid Re-Housing Overview
IV. Rapid Re-Housing Core Components
   • Barrier Assessment
   • Rental Subsidies
   • Housing Search and Landlord Engagement
   • Case Management
V. Program Design
VI. Systemic Rapid-Rehousing
VII. Next Steps
VIII. Wrap Up
AHA Moments
Introductory Exercise

Name
Organization
Role

“One concern/question I have about rapid re-housing is…”

“To be successful with rapid re-housing, we need to…”

“The challenge for our community implementing rapid re-housing is…”
Activity

**Rock:** It is difficult for me to imagine how this can be achieved

**Light Bulb:** This is/was an “a-ha!” moment for me

**Brick Wall:** This is an impossible challenge or the biggest obstacle to overcome

**Heart:** This really resonates with me (predisposition to feeling this way already)

**Waving Hands:** This is/was game changing for me, represents a total paradigm shift
Statements

Any and every household can be rapidly rehoused
Households with no income can be rapidly rehoused
Families can be re-housed within 45 days of becoming homeless
Families are more successful when they are rapidly re-housed
Rapid re-housing is now the primary intervention for my organization
My organization has made significant changes to increase the capacity of our rapid re-housing program
Short term assistance works well in ending homelessness
I personally feel my organization’s leadership is committed to the rapid re-housing model
I feel supported by my organizational leadership in implementing rapid re-housing best practices
Rapid Re-Housing Overview
“…provision of housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing.”

ESG Interim Rule, December 2011
GOAL:
HEARTH Act – 30 days or less from Homelessness Into Permanent Housing

REALITY:
Housing location and placement process should begin as soon as person has been assessed and prevention and diversion have been eliminated.
What does rapid re-housing mean?

**Rapid:** (Adj.) Moving, acting or occurring at a great speed

**Re-housing:** (Verb) Provide (someone) with new housing.

**Web definitions of rapid re-housing:**
Approach that focuses on moving individuals and families that are homeless into housing as quickly as possible.
Why Rapid Re-Housing?
The Rational

Housing First: People experiencing homelessness deserve housing FIRST, without any precondition

Maslow’s Hierarchy of Needs: Survival and safety needs will drive behavior until these needs are met. Only then can a person focus on other “higher” needs

Crisis/Stress Biology: The neurohormones released during stress drives people to unconsciously prioritize short term rewards; the prefrontal cortex, responsible for used in long term planning, is over-ridden.

Marge Wherley, ABT Associates, New Orleans 2014 presentation
Why Rapid Re-Housing? The Results

- Reduced length of shelter stays frees up crisis beds for others in need
- Reduces the negative impacts of long-term homelessness
- Improves household outcomes
Is rapid re-housing for everyone?

Theory of why you try rapid re-housing interventions with everyone:

• Hard to tell who will and who won’t be successful

• No assessment for client resiliency

• Not a “one size fits all”, program flexibility

• Progressive Engagement
How do we know rapid re-housing works?
Average Rate of Exits to PH - Families

- Shelter: 32%
- Transitional Housing: 55%
- Rapid Re-Housing: 85%

Source: Data from 14 Continuums in seven states that prepared Evaluators for NAEH Performance Improvement Clinics in 2011-2012
Average Rate of Exits to PH - Singles

Source: Data from 14 Continuums in seven states that prepared Evaluators for NAEH Performance Improvement Clinics in 2011-2012
Rate of Return Within 12 Months

Source: Data averaged from seven Continuums in four states that prepared Homeless System Evaluators for NAEH Performance Improvement Clinics in 2011-2012
Average Cost Per Exit and Per PH Exit Families

Source: Data from 14 Continuums in seven states that prepared Homeless System Evaluators for NAEH Performance Improvement Clinics in 2011-2012
Average Cost Per Exit and Per PH Exit Singles

Source: Data from 14 Continuums in seven states that prepared Evaluators for NAEH Performance Improvement Clinics in 2011-2012
What about Connecticut?

Three years later, did Rapid Re-housing work in Connecticut? October 2013

![Bar chart showing percentages of families and singles re-housed over three years: 2010 (Families: 95%, Singles: 82%), 2011 (Families: 94%, Singles: 89%), 2012 (Families: 95%, Singles: 96%).]
What about Connecticut?

New London Hospitality Center

Average Nightly Shelter Census

Source: New London Homeless Hospitality Center, 2012

Figure 2: Length of Stay as Impacted by Rapid Re-Housing

Source: New London Homeless Hospitality Center, 2012
• Persons exiting ES and TH were at least 4 times more likely to become homeless again than persons from RRH programs

• Persons with a history of homelessness 2.6 times more likely to become homeless again

• Persons temporarily housed after their program enrollment were 1.9 times more likely to return than those who were permanently housed
SSVF-GPD Comparison

Survival Proportion

Days Since Program Exit

1-Year 18-Months

SSVF 11% 12%
GPD 36% 41%

Log-Rank
Chi-Square 424.7
p < .0001

SSVF = SSVF Program
GPD = GPD Program
Salt Lake City/County, UT

• Served 627 families between October 2009 and May 2011
  • Average length on the program is five months
  • Average amount spent per family is $6,883 ($5,308 on direct financial assistance, $1,575 on staffing, relocation, administration)
• Target families in shelter or living on the streets
• Used TANF, HPRP, State, and County funds for program
• Shelters shifted toward rapid re-housing focus
• Only 8% of families served returned to shelter
How resources are invested for homeless households.

- **TH, $1,098,090**
- **SHELTERS, $273,420**
- **RRH, $240,883**
- **PH, $150,762**
- **SSO, $-**

$/ph exit
Core Components of Rapid Re-housing
Core Components

- Housing Barrier Assessment
- Short-Term Financial Assistance
- Landlord Recruitment and Housing Search
- Home-Based Stabilization Services
LUNCH
Game Instructions
Rapid Re-housing Simulation

- Randomly take a role packet
- Step 1: read your role
- Step 2: Observer role prepares to take notes to report back
- Simulation role play begins with step 3 on your instructions.
- Each interview will be timed for 5 minutes and 1 minute to complete score sheet before moving on to next step
- At the end of the interviews, the Observer role will compile all of the scores on the master score sheet to report back
Core Component:
Housing Barrier Assessment
How To: Barrier Assessment

Obtain Housing

- Tenant Screening Barriers
- Financial Barriers

Maintain Housing

- Financial Crisis
- Compliance w/lease

Path to Housing Stability
Activity: Identify Housing Barriers
Pick a partner
# High Barrier

## Barriers
- Zero income, no savings, periods of unemployment
- Serious substance abuse, mental illness
- Multiple homeless episodes
- Serious criminal history
- Multiple evictions, bad credits

## Services
- Housing start-up financial assistance, last months rent
- Time-limited rental assistance
- Housing search assistance, staff accompaniment to landlord interview
- Weekly home visits for two months, reducing in frequency after that, unannounced drop-ins
- Up to 12 months of services
# Moderate Barrier

## Barriers

- Zero to extremely low-income, no savings, inconsistent employment
- Substance abuse, mental illness that somewhat impacts lease requirements
- Minor criminal history
- Previous evictions, poor credit

## Services

- Housing start-up financial assistance
- Time-limited rental assistance
- Some ongoing housing search assistance
- Weekly home visits for 2 months, reducing in frequency
- Up to 9 months of services
- Landlord offered 6 months of access to program staff
<table>
<thead>
<tr>
<th>Barriers</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Very low-income, no savings</td>
<td>• Time-limited rental assistance</td>
</tr>
<tr>
<td>• No criminal history</td>
<td>• Initial consultation for housing search</td>
</tr>
<tr>
<td>• No evictions, landlord references</td>
<td>• Home visit after move-in</td>
</tr>
<tr>
<td>fair, good credit, some late payments</td>
<td>• Services for 3 months</td>
</tr>
<tr>
<td></td>
<td>• Landlord given program contact information</td>
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</tbody>
</table>
Core Component:
Short-Term Financial Assistance
Basic Tenets

• Assistance is short term

• Assistance should be the minimum amount necessary for each household

• Flexible and individualized assistance

• Leverage all resources
Financial Assistance

• Don’t forget about consumer resiliency

• Remember, the subsidy is to pay for housing, not alleviate poverty

• Don’t count on client receiving a permanent subsidy afterwards
Core Component:
Housing Search and Landlord Recruitment
4 Things that matter the most to landlords

- Good Neighbor
- On-Time Rent
- Property Care
- Long-term Renter
Creativity is Key

Identification of all opportunities

Be Bold

Be Realistic
Housing Location – Social Networks

Doubled Up can be a Good Solution!

- Identification
- Negotiation
- Clarification
Leave no stone unturned…

Diversify Your Methods for Outreach to Landlords

- Direct Mail to Potential Landlords
- Host a Landlord Event
- Word of Mouth Referrals
- Attend Landlord Networking Meetings
- Cold Calls based on rental signs, publications and internet listings
Activity:
Landlord marketing and incentives
Core Component:
Home-Based Stabilization Services
At your table:

Develop a plan for your assigned household
Home-Based Stabilization Services

- Tenant responsibilities
- Living arrangements
- Neighborhood familiarity
- Benefits and employment
- Healthy boundaries
- Resourcefulness
- Others?

WHAT DOES MY LEASE SAY?

About this tool: This tool provides clients with a way to summarize, in their own words, the lease violations that could result in eviction. However, it’s recommended that clients consult with someone qualified (i.e., their housing advocate or case manager) to help them interpret the lease language. Many housing advocates have found this to be a particularly important exercise for clients. They have found that a number of problems can be prevented simply by making sure clients understand the rules.

Directions: Bring a copy of your lease to your case manager so that you can review it together. Use this worksheet to write down the rules about your lease, and keep it in your file so you can review it if you need to. It is important that you understand your lease, because if you break any of the rules, you could be charged extra fees or even evicted.

PAYING FOR MY APARTMENT

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
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<tbody>
<tr>
<td>How much rent do I pay each month?</td>
<td></td>
</tr>
<tr>
<td>When is my rent due each month?</td>
<td></td>
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<tr>
<td>Where do I send my rent payment?</td>
<td></td>
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<tr>
<td>How much is the damage/security deposit?</td>
<td></td>
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<tr>
<td>If the rent is late, is there a late fee? How much is the late fee?</td>
<td></td>
</tr>
<tr>
<td>When does the landlord start charging a late fee?</td>
<td></td>
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<tr>
<td>If my check bounces, does that mean it’s a late payment?</td>
<td></td>
</tr>
<tr>
<td>When does the landlord start eviction if the rent is not paid?</td>
<td></td>
</tr>
<tr>
<td>What utilities do I have to pay?</td>
<td></td>
</tr>
<tr>
<td>What else do I have to pay? (For example, extra charge for pets, garage, laundry, key deposit, service fee if my check bounces?</td>
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</table>
Services in Rapid Re-housing

• Three pieces:
  • Housing Plan to Maintain Housing
  • Home Visits
  • Links to Community and Mainstream Services

• Housing-focused, voluntary services

• Focus on client needs/client choice for housing stabilization
Mainstream Community Connections

- Local Churches
- Youth Mentoring
- Employment
- Legal Assistance
- Financial Assistance & Literacy
- Parenting/Parent Support
- Volunteering Opportunities
- Medical/Mental Dental
- Tenants Education
- Utilities
- Adult Education

Households
Break
Program Design
Staffing

Housing Locator Role

- Understands the needs and concerns of landlords
- Able to help participants identify their housing needs
- Knowledgeable about landlord-tenant law
<table>
<thead>
<tr>
<th>Stabilization Case Manager</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provides case management during and after housing placement</td>
<td></td>
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<tr>
<td>• Links clients to mainstream and community resources for stabilization</td>
<td></td>
</tr>
<tr>
<td>• Helps client identify behaviors that contribute to housing instability</td>
<td></td>
</tr>
<tr>
<td>• Home-based visits</td>
<td></td>
</tr>
</tbody>
</table>
1. Length of time it takes to re-house participants, from homeless episode (entry into shelter system) to exit to permanent housing

2. Permanent Housing Exits – percent of households who remain in permanent housing at exit date from the RRH program

3. Housing Stability – percent of households in permanent housing at exit who return to homelessness in 12 months of exit

4. Efficiency – Program cost (including all program costs) per household served
1. Services in a rapid re-housing program are voluntary. RRH providers cannot require that program participants engage in services unless required to do so by their funding source.

2. Leases that program participants obtain are the same as leases that renters in the community obtain.
System-Wide Rapid Re-housing
Activity

At Your Table

Identify 4 potential resources your community or organization can leverage to expand RRH resources
Funding for Rapid Re-Housing

Traditional Homelessness Funds:
• Emergency Solutions Grants
• SHP/Continuum of Care – Focus on RRH
• Retooling existing CoC funding TH programs

Other Government Sources:
• TANF
• CDBG
• HOME
• Housing Trust Funds
• State/local funding
• EFSP (FEMA)
• SSVF (Veterans and their families)

Private/Other
• Foundations & private donors
• Faith community
• Businesses/BIDs
Importance of Advocacy

• Advocacy = MORE resources to achieve your mission
• Especially important with budget cuts
  – March sequestration
  – Reduced spending for FYs 2013 and 2014
• Longer-term benefits of education and regular contact
Why Should YOU Advocate?

- You’re the expert on the issue!
- Policymakers will listen to you as their constituents.
- Will help you achieve your mission by securing resources, improving policy, and bringing awareness to the issue.

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What Now?

At your table, identify one challenge to implement/improve rapid re-housing and what your organization can do to address that challenge.
Q&A
To Sum It UP

Rapid Re-Housing Does:

• Reduce the length of time people are homeless
• Minimizes the negative impact of homelessness on their lives
• Assist people to access resources that can help with long term goals – if they choose

Rapid Re-Housing Doesn’t:

• Eliminate Poverty
• Assure people will have affordable housing
• Protect people from impact of life losses, or bad choices
• Eliminate housing mobility
Resources

- Organizational Change: Adopting a Housing First Approach
- Rapid Re-housing: Successfully Ending Family Homelessness
- Rapid Re-housing: Creating Programs that Work
- Alliance SSVF Blog with links to resources
National Alliance to End Homelessness – www.endhomelessness.org

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