

## A3. Rapid Re-Housing for Specialized Populations

*2018 Rapid Rehousing Institute*

# *Goals for this session:*

- Understanding of key concepts of client choice and housing focused service plans
- Understanding of how different populations or situations may require different levels of service or assistance, including whole household service and planning packages



# *What is your role for Rapid Rehousing (RRH)? Quick show of hands!*

- RRH Program Frontline Staff
- RRH Program Manager/Director
- Executive Director
- SSVF-funded RRH
- ESG-funded RRH
- CoC-funded RRH
- Other funded RRH
- CoC/System Leadership
- Other



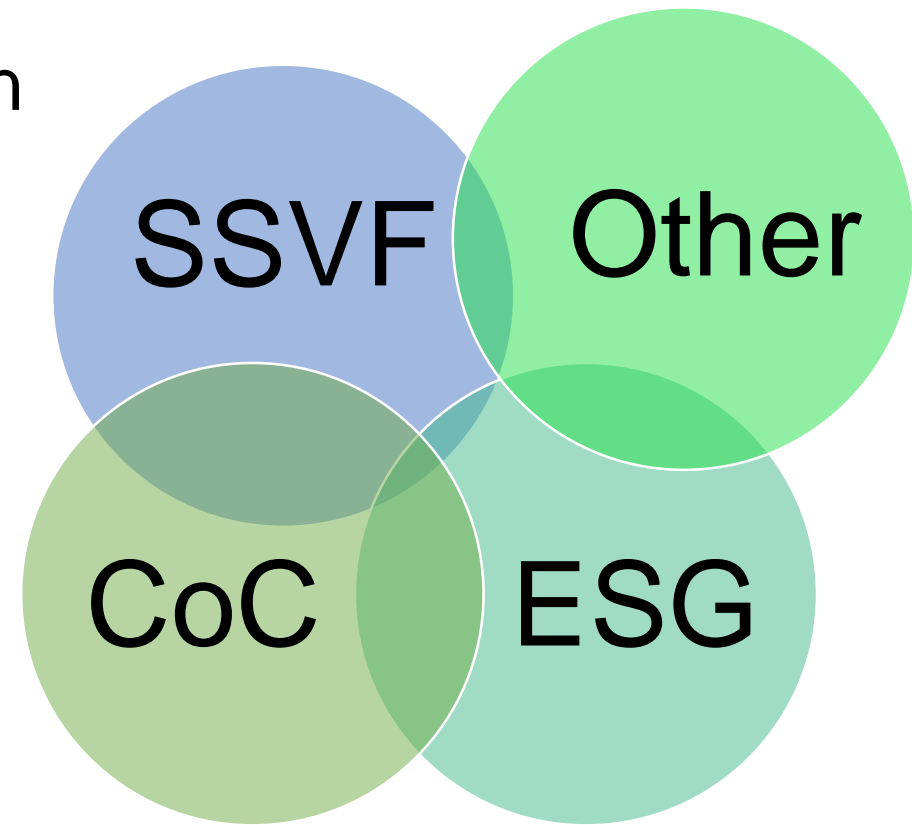
# *Agenda*

- Survey of the Room
  - Who is serving who, and with which resource?
- Overview of RRH Core Components and Concepts
- Adjusting Services for Different Population Types
- Group Discussion
- Community Panel
- Case Studies
- Wrap-Up & Debrief

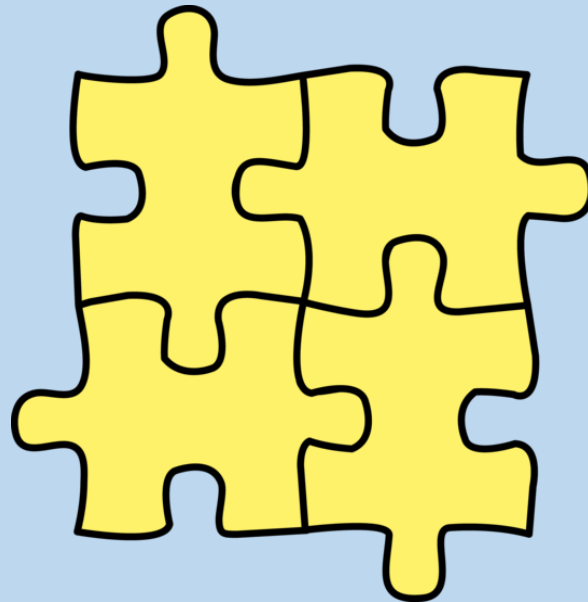


# *Who is serving who, and with what?*

- Individuals
- Families with Minor Children
- Single-Parent Households with Minor Children
- Unaccompanied Youth Under the Age of 24
- Victims of Domestic Violence
- Veterans



# Rapid Re-Housing Core Components & Concepts



# *Why Rapid Re-housing?*

## **Majority of households experience homelessness due to a financial or other crisis**

- RRH is designed to alleviate the burden of that immediate crisis as quickly as possible.

## **Prolonged exposure to homelessness has a significant negative impact on adults and children**

- RRH is designed to shorten the length of time people are homeless.

## **RRH is focused specifically on removing barriers to tenancy so people can return to housing**

- RRH is not designed to resolve every challenge a household faces more generally.
- A household can attend to challenges that may have contributed to their crisis more effectively once they are housed.



# *Core Components of RRH*

**Housing Identification**



**Rent and Move-in Assistance**



**Case Management and Services**





# *Housing Identification*

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness
- Leverage non-traditional and other housing opportunities
- Address potential barriers to landlord participation such as concern about the short-term nature of rental assistance and tenant qualifications
- Assist households to find and secure appropriate rental housing



# *Rent and Move-in Assistance*

Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

- *Assistance is only as needed, but adequate*
- *Assistance is flexible*
- *Assistance relies on tenant to share in costs*
- *Assistance is scaled back responsibly*



# *Case Management and Services*

- Focus on Housing Retention Barriers first
- Connections to mainstream and other local resources
- Work with landlords and tenants to ensure smooth housing relationship
- Tailor case management and services to tenant housing needs and personal goals
- Focus on housing retention, not solving all problems
- Leverage specialists where needed (not everyone can know everything)
- Adjust housing plan as needed to support housing
- Plan for today, with an eye for tomorrow



# *Program Philosophy & Design*

- **Housing First Approach:** Permanent housing assistance is not contingent on sobriety, treatment, background, or income
- **Crisis Response:** RRH is designed to help quickly resolve the immediate housing crisis and end someone's homelessness
- **Client Choice:** Participants determine when they want to be housed, choose the services they want, and have choices in the type and location of housing they enter whenever possible
- **Screen In, Not Out:** RRH is for all types of individuals and families, no matter what kind of tenancy barriers exist

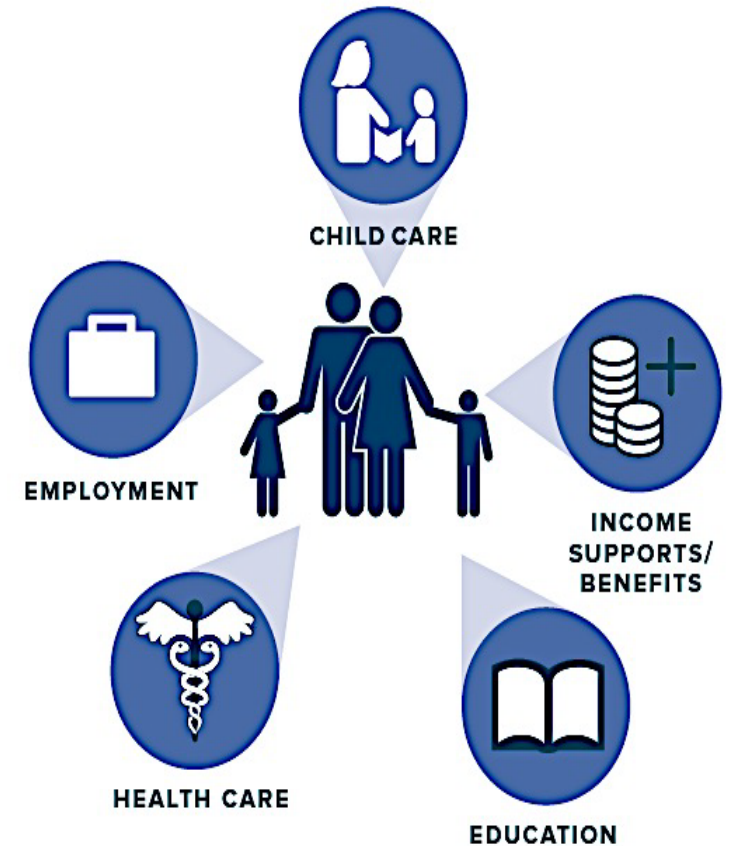


# *Client-centered Housing Plans*

The client chooses goals; the case manager can assist with methods to achieve those goals (including, as needed, direct assistance).

Case plans are focused on obtaining and retaining housing

Case plans summarize the steps the case manager and the participant will each take to achieve the participant's immediate and short-term goals



# *A Progressive Approach*

- Individualized supports and scale
- NOT one size fits all. Policies describing “what everyone gets” will only lead to failure
- Begin with least amount of assistance needed and scale up from there when required
- Make short-term commitments but be mindful of longer-term needs
- The **services** are JUST AS or MORE important than the financial assistance
- Evaluate, adjust, repeat

## EXAMPLES

- **Coordinated Entry Example:** Most clients housed using RRH and only those who do not succeed are targeted for PSH / OR, most vulnerable targeted to RRH when PSH not IMMEDIATELY available
- **Project Level RRH Example:** RRH provider offers 1-2 months of initial assistance regardless of “expectation”, add months of assistance as client demonstrates need in order to retain housing
- **Project Level PSH Example:** PSH providers begins by offering light touch services and limited housing plan and create more robust housing retention plans as problems arise or begin to bubble up



# *Different Populations...*



Single woman with a minor dependent, fleeing a dangerous domestic violence situation. Currently staying in a DV emergency shelter and working part time while her child is in school.



Male veteran, literally homeless and sleeping in an encampment outside. Limited income with VA benefits and waiting on a disability claim through the Social Security Administration.



# *...Different Approaches*



Unaccompanied 19 year old staying in a transitional program for homeless youth. Zero income and working toward receiving a General Equivalency Diploma (GED).



Man and minor daughter sleeping in a family emergency shelter. Child is not yet school-age and father has zero income because he cannot afford to enroll her in child care while he job hunts.





# *Group Brainstorm*

## **Key Adjustments & Considerations for the following populations:**

- Families vs. Individuals
- Families with Minor Children
- Veterans
- Unaccompanied Youth
- Victims of Domestic Violence



# Community Presentation



# Rapid Rehousing with Special Populations

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Jericho Project

# What is Rapid Rehousing?

Case Management + Housing Identification + Rental assistance

- Housing First
- Client driven
- Flexible

# Who do we serve?

- SSVF
  - Single Veterans
  - Veteran Families
- CoC RRH Program
  - Veterans ineligible for SSVF
  - Single Young Adults 18-24
  - Coming Soon: Young Adult Families

# How we planned to broaden our scope

- Talk to other youth providers
- Hiring and training a great team
- Incorporating peers
- Focusing on employment
- NAEH best practices – Housing Specialists

# Lessons learned with Youth

- Staffing needs & responses
  - Intensity and duration of services
  - Limit setting
  - Empowering youth
  - How we define success
  - Clinical approach
- How we message the program
  - Opportunities to learn through experience
  - Coordinate with employment
  - Mediating roommate conflict
  - Educate young adults and landlords on tenant rights
  - Be real about what's affordable and possible in NYC
- Plan contribution in advance, from Day 1
  - Shared housing – it's more affordable
- Coordinate with other community providers when you, or the young adult, needs more help. Rapid rehousing doesn't need to be the ONLY answer, just part of it

# Planning to serve a new population: Families

- What steps might we need to take before beginning to serve this population?
- What questions are important to ask ourselves?
- Who else can we reach out to in order to gain more information?
- What do we expect to be the same as Veteran families or single youth?
- What do we expect to be different?
- How might we collaborate with child welfare?



# Activity: Case Studies

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# Small Group Case Studies



# Discussion & Debrief

