

A6. Rapid Rehousing Practice: An Introduction and Core Concepts

2018 Rapid Rehousing Institute

Goals for Today's Session

- Develop or strengthen an understanding of the core concepts, core components, and promising practices associated with RRH
- Introduction to concepts that align RRH programs from all funding streams with national best practice standards
- Introduction to the idea implementing RRH in a systemic way across funding streams and CoC Coordinated Entry protocol



Agenda

- Impacts of stress Activity
- Rapid Rehousing Overview
- Rapid Rehousing Core Components
- Rapid Rehousing – A System Wide Approach
- Panelist Presentation





Activity #1

Complete the following statements:

“I hope to leave the RRHI with a better understanding of...”

“I find RRH exciting because...”



What is your role in Rapid Rehousing (RRH)? Quick show of hands!

- RRH Front Line Staff
- RRH Manager/Director
- Executive Director
- SSVF-funded RRH
- HUD-funded RRH
- Other-funded RRH
- CoC/System Leadership
- Other



One more quick show of hands!

- Expert in RRH
- Very familiar with RRH
- Somewhat familiar with RRH
- Just learning/starting an RRH program
- I don't know anything about RRH



Activity #2

Think about a time in your life when:

- You faced a very difficult situation
- It was critically important
- You didn't feel you had much (or any) control
- The problem(s) continued for more than a month

Try to remember how you felt and acted.

List all the words that describe your feelings and behaviors at that time.
You have 5 minutes.



Activity #2

- Anger
- Irritability
- Anxiety
- Lack of direction
- Apathy
- Mood swings
- Cynicism/pessimism/doubt
- Nightmares
- Defensiveness
- Panic
- Depression
- Feeling of impending doom/danger
- Restlessness
- Feelings of insecurity
- Sadness
- Helplessness
- Suspiciousness
- Hopelessness
- Worthlessness



What do these words have in common?

- Signs and symptoms of possible stress overload (Source: Mayo Clinic)
- Among people experiencing homelessness, these signs and ***symptoms will generally self-resolve*** –partially or completely, slowly or quickly – ***once they are safely housed***
- Their crisis (homelessness) ends through obtaining and retaining permanent housing. Ending the crisis allows people to recover and continue their lives, making their own choices about what to do next



The Impacts of Stress

- Stress affects executive function
- Executive function includes neurocognitive processes that enable us to:
 - Solve problems
 - Modify behavior in response to new information
 - Follow through with plans
 - Override impulsive behaviors and emotions to engage in goal-directed behavior
 - Remember and retrieve important information
- The cognitive abilities we need to resolve a crisis are the same abilities that are diminished during that crisis!



Rapid Rehousing Overview



What is Rapid Re-Housing?

Rapid re-housing is an intervention designed to:

- Help individuals and families to quickly exit homelessness,
- Return to housing in the community, and
- Not become homeless again in the near term.



What does RRH do (and not do)?

Rapid Re-housing Does

- Reduces the length of time people experience homelessness
- Minimize 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 Does Not

- Eliminate poverty
- Assure people will have affordable housing
- Protect people from impact of life losses or difficult choices
- Eliminate housing mobility



Why RRH?

- **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



RRH Outcomes

- Increases exits to permanent housing
- Decreases length of shelter stay/homelessness - Reduced length of shelter stays frees up crisis beds for others in need
- Reduces returns to homelessness
- Increases system flow



National Data

Family Options Study:

- Households exited shelter 3.2 months faster than those referred to rapid re-housing but did not enroll
- 5 families rapidly re-housed with what it costs via transitional housing (6k per family vs. 32k)
- RRH showed equivalent results when compared to usual care in terms of housing stability

SSVF (FY14/15 Reports):

- 78% (129,969) of households exited the program to permanent housing
- 90% of families and 86% of individuals were still housed 1 year after exiting the program (2014 Annual Report)



Local Data

University of Connecticut RRH Evaluation (2017)

- At time of program exit, 84% of CT RRH population clients (669 households) exited to permanent housing
- 5% returned to literal homelessness
- 94% of those surveyed had moved one time or less since being housed through RRH
- 92% did not return to shelter in the first 12 months after program exit
- 89% did not return to shelter 24 months after program exit
- Those enrolled in CT RRH were significantly less likely to return to shelter by 12 and 24 months post-program than those who received services through and reported leaving to permanent housing



Rapid Rehousing: Core Components



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



Quick show of hands!

- My RRH program is correctly incorporating all 3 core components
- My RRH program is correctly incorporating 1 or 2 core components
- My RRH program has some work to do



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



Progressive Assistance

- 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 plan for longer term needs
- The Services are JUST AS or MORE important than the financial assistance
- Evaluate, adjust, repeat



Crisis Response

- A crisis response program focuses on resolving the immediate crisis
- Does not expect to solve all barriers/challenges an individual faces
- Leverages the principle that once crisis of homelessness is resolved, other personal goals can be pursued
- A better alternative to shelter, particularly for highly vulnerable people for whom no PSH available



Client-Centered

Participants' choices are respected and guide re-housing assistance:

- Choice about if/when/how to address non housing-related personal issues.
- Participants choose who they want to live with whether family or shared housing, or no one at all
- Within practical limits, they choose the location and the housing unit



RRH: A System-wide Approach



A systemic approach takes work!

- To be most successful, **RRH practice** should also be implemented in a standardized way, however it is funded
- Good RRH requires training, high standards of practice, skills, and strong relationships with the community – landlords, other programs, systems of care
- RRH is something that agencies need to specialize in so they can do it well
- A systemic approach will promote standardized practice and high performance from providers



A systemic approach must be evaluated!

- RRH Program Managers should evaluate their programs to ensure its effectiveness. Data is only valuable if acted on.
 - How does your program use data to improve design, policies, training?
 - Does your program have access to and use outcome data to improve their own practice?



A systemic approach must be supported!

- As a component of the larger system, RRH Program Managers should:
 - **Define** performance measures based on the community goals
 - **Educate** staff on the system performance measures.
 - **Train** staff so they have the tools to meet performance measures and
 - **Support** staff through ongoing progressive supervision.



Role of Coordinated Entry

The role of CES is to establish“...a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool...”

Notice: CPD-17-01 Issued: January 23, 2017



Coordinated Entry & Prioritization of RRH

- RRH providers need to adapt their program based on the community's coordinated entry design.
- Rapid re-housing may be offered as the primary intervention for most families, individuals, young people, including newly homeless, **and long-term stayers**
- Use assessment tools as helpful guides but not as the only or final say in prioritizing for every household
 - Assessment tools are not predictive of who will be successful in RRH – they are one component to a comprehensive assessment and prioritization strategy
- Communities should avoid referring to a resource that has a long waiting list or that you don't have, so people have to stay homeless longer!



What is available in your community?

Know your programs!

**Continuum of Care
Grant**

SSVF

**Emergency
Solutions Grant**

Other



Welcome, Panelists!



Panelist Q&A



One last activity...

What are 1 or 2 things you plan to take back to your community from this session?

Is there anything new or different that you will do in your roll related to RRH in your community?

