Rapid Re-Housing Institute

Practice Track
Day 1

About the Rapid Re-housing Institute (RRHI)

Goals for the RRHI

- Improve and standardize RRH practice across your community
- Align RRH programs from all funding streams with national best practice standards
- Implement RRH in a systemic way

Partners

- US Department of Veterans Affairs
- US Department of Housing and Urban Development
- The Technical Assistance Collaborative (TAC)
- Abt Associates
- National Alliance to End Homelessness
- National Coalition for Homeless Veterans

Tracks

- Systems Track
- Practice Track

About the Practice Track

Agenda

- Overview of RRH
- Research and Outcomes
- Stress and Homelessness
- Core Components of RRH
  - Housing Identification
  - Rent and Move-in Assistance
  - Case Management and Services
- Increasing Income and Resources
- Closing the Case
- RRH Program Evaluation and Performance Benchmarks
- Systems Approach to RRH

A Systemic Approach to Rapid Re-housing

Why?

Rapid re-housing is more than a program

RRH is a critical system-wide strategy to end homelessness

A Systemic Approach to Rapid Re-housing

Why?

- Housing is the solution to homelessness
- The goal of an effective crisis response system is to re-house people quickly
- RRH helps people obtain permanent housing and end their homelessness quickly
- RRH works for most people experiencing homelessness

So…

So…

RRH should be an ***integral and primary part*** of every homeless crisis response system

A Systemic Approach to Rapid Re-housing

Why?

- To be most successful, **RRH practice** should be implemented in a standardized way, however it is funded
- Good RRH really 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 and improved practice and high performance from all RRH providers

A Systemic Approach to Rapid Re-housing

Standardizing best practices in all RRH programs is particularly important for RRH to be effective in very high-cost, low-vacancy markets

Who Is Here?

- RRH Program Front Line Staff
- RRH Program Manager/Director
- Executive Director
- SSVF-funded RRH
- HUD-funded RRH
- Other-funded RRH
- CoC/ System Leadership
- Funders
- HMIS/Data Analysts
- Other

What Is Your Experience with RRH?

- 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 #1

Complete the following statements:

“One thing I love about RRH is…”

“One question/concern I have about RRH is…”

Overview of Rapid Re-housing

HOUSED PEOPLE
ARE **NOT** HOMELESS

RAPID RE-HOUSING

RRH

Rapid Re-Housing (RRH) **ends homelessness** for families and individuals.

What Is Rapid Re-housing (RRH)?

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.

Core Components of Rapid Re-Housing

Housing Identification

Find Housing

Rapid Re-Housing Case Management & Services

Stay in Housing

Rent and Move-In Assistance (Financial)

Pay for Housing

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.

Core Components of RRH

- Not linear
- Cannot work in silos
- All three components do not have to be within one program but must be well-coordinated
- Case Management is an integral part of housing identification and financial assistance

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 homelessness
- **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

National Performance Benchmarks and Program Standards

RRH

PERFORMANCE BENCHMARKS AND PROGRAM STANDARDS

I INTRODUCTION

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. The core components of a rapid re-housing program are housing identification, move-in and rent assistance, and rapid re-housing case management and services. These core components represent the minimum that a program must be providing to households to be considered a rapid re-housing program, but do not provide guidance for what constitutes an effective rapid re-housing program.

This document provides details on performance benchmarks that would qualify a program as effective. These benchmarks are accompanied by qualitative program standards for each of the rapid re-housing core components that are likely to help a program meet the performance benchmarks. Lastly, this document include a section on program philosophy and design standards that provide more guidance on the broader role a rapid re-housing program should play in ending homelessness.

The standards included in this document are based on what is currently considered promising practice by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), Abt Associates and other federal technical assistance providers, and nationally recognized, high-performing rapid re-housing providers.[1] As rapid re-housing practice continues to evolve, these program standards will be updated. This living document is intended to be a tool to help current and potential rapid re-housing providers, funders, and other stakeholders design and identify rapid rehousing programs that are or are likely to be the most successful in ending homelessness for individuals and families through the use of the three core components of rapid re-housing.

[1] CARF and COA have also developed rapid re-housing standards. The standards included in this document do not conflict with the standards published by CARF or COA.

- National Alliance to End Homelessness
- Based on RRH Core Components
- Endorsed by VA, HUD, USICH
- www.endhomelessness.org

- Utilize best practice standards for RRH core components across all community RRH providers:
  - Housing Identification
  - Financial Assistance
  - Case Management and Services

Why RRH?

- Households experiencing homelessness are not significantly different than other poor households
- Most poor households do not become homeless
- Most households only need a light touch of assistance to exit homelessness

What RRH Does Do and Does Not Do

Rapid Re-Housing **Does**	Rapid Re-Housing **Does Not**
• Reduce 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 personal goals	• Eliminate poverty • Assure people will have affordable housing (to pay 30% or less of their income to rent) • Protect people from the impact of life losses or challenging situations • Eliminate housing mobility

RRH: Program Philosophy and 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

RRH: Program Philosophy and Design

What does Housing First mean?

- A homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness
- Housing serves as a platform from which people can pursue personal goals and improve their quality of life
- Issues that may have contributed to housing instability can best be addressed once people are permanently housed

RRH: Program Philosophy and Design

- So, is Rapid Re-housing for everyone? (Yes!)
- Rapid Re-housing works for many types of households
  - Families
  - Individuals
  - Youth
  - Veterans
  - Survivors of Domestic Violence
  - People experiencing chronic homelessness in some instances
- No research has shown predictors who will and will not be successful in RRH
- We can't "assess" client resiliency

RRH: Program Philosophy and Design

Don’t screen people out for:

- Not enough or zero income at entry
- Low “employability”
- Lacking a “desire” to change
- Lacking a “good” attitude
- Being “uncooperative”
- Having been unsuccessful at rapid re-housing before

RRH: Coordinated Entry and Prioritization

Who should be prioritized for RRH?

- A system with the goal of housing people quickly should prioritize most people for RRH
- Scarce resources may force you to prioritize it for certain households
- Have a clear and transparent prioritization process through coordinated entry that uses data to assess and meet your community's needs
- ***Use RRH efficiently and fund RRH to scale to meet the need!***

Coordinated Entry and Prioritization of RRH

How?

- Offer RRH as the primary intervention for most families, individuals, and youth including newly homeless and long-term stayers

- Use triage and 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

- Do NOT prioritize to a resource that has a long waiting list or that you don't have so people have to stay homeless longer
  - (E.g., if you don't have PSH available for people who are chronically homeless, try RRH)!

Research, Outcomes, and Data

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

RRH: Research

- 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

Source: Family Options Study

RRH: National Data

Supportive Services for Veteran Families (2015)

- Since its inception, **165,590** participants have exited SSVF
- **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)
- The average length of stay in SSVF among the individuals and families who exited during FY 2014 was **15 weeks (110 days)**
- The cost of SSVF rapid re-housing was **$3,689** per household

RRH: National Data

SSVF Success Rates by Monthly Income at Program Entry

RRH: Community 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

Questions?

Break

Stress and Homelessness

Implications for Practice with Populations in Crisis

First Encounter

What Do You See?

- **Homeless man, age 52:** late to appointment, complaining, irritable, suspicious of your questions, argumentative, defensive, cynical, smells of liquor
- **Homeless woman, age 25:** showing sadness, helplessness, hopelessness, panic, crying, worrying
- **Homeless mother of three, age 21:** apathy, difficulty concentrating, forgetful, poor personal hygiene

What are your initial observations?

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.

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

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

This is Your Brain…….

Your Brain, Feeling Good

Your Brain on Stress

Source: Effects of stress exposure on prefrontal cortex… (Arnsten, Raskin, Taylor, Connor 2014)

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!

It's Complicated!

Life is filled with stressors and each person's ability to cope and recover is based on many factors:

- The number, duration and severity of stressors
- The impact of those stressors on health, behavior, emotions and cognitive function

Figure 3: Composite lifeline illustrating traumas, unsuccessful transitions and recovery points

What Helps?

- Remove the stressor
- Avoid additional stresses (relax, recuperate)
- Reduce the perceived importance of the situation
- Increase perceived control over the situation
- Prioritize, plan and pace yourself; make lists, take notes
- Improve diet, exercise, sleep, breathing, relaxation, music, do something that makes you happy; be careful of overuse of alcohol, drugs

These strategies will work for YOU, as well as your program participants!

First Encounter

Remember what you said about these three people?

- **Homeless man, age 52**: late to appointment, complaining, irritable, suspicious of your questions, argumentative, defensive, cynical, liquor on breath
- **Homeless woman, age 25**: showing sadness, helplessness, hopelessness, panic, crying, worrying
- **Homeless mother of three, age 21**: apathy, difficulty concentrating, forgetfulness, poor personal hygiene

Every one of these words is a symptom of possible stress overload.

<u>NOW</u> WHAT DO YOU SEE?

ACTIVITY #3

Think about how your own style and practice with people experiencing homelessness could potentially reduce or escalate their stress overload.

Take 5 minutes and write your ideas on the worksheet

- **IDEAS: What should you DO** when assisting someone who is in crisis and may be experiencing stress overload? What can help reduce their stress?
- **IDEAS: What should you NOT DO** when assisting someone who is in crisis and may be experiencing stress overload?

Share your best ideas with the entire room!

The Core Components of Rapid Re-housing

Core Component: Housing Identification

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**.

Housing Identification: Principles

- **Actively recruit and retain** landlords willing to rent to program participants who may otherwise fail to pass typical tenant screening criteria
- Assist participants to secure housing that **can be maintained** after program exit
- Help participants to secure **shared housing** including, including negotiating landlord approval, shared rent, etc.
- **Help participants access desirable units** (e.g. neighborhoods they want to live in, access to transportation, close to employment, safe

- RRH Performance Benchmarks and Standards

Housing Identification: Assessment

How to Assess Housing Barriers

Landlords Screen Out People Who Appear to be "High Risk"

What Landlords Worry About	What Information Landlords Use to Reduce Those Risks
Pay the rent on time?	Credit History, Income, Employment, Landlord References
Treat the building with respect?	Criminal History, Landlord References
Follow the lease?	Criminal History, Landlord References
Good neighbor? (Avoid conflict with Other tenants, landlord, police)	Criminal History, Landlord References

Assessing Tenant Screening Barriers

What will you assess? The same things landlords assess!

- ❑ Income and employment history
- ❑ Credit history: Unpaid bills (or late payments), court judgments, especially if debts are rental arrears to prior landlord(s)
- ❑ Criminal history
- ❑ Past housing experiences: Rent paid on time? Lease violation notices? Conflict with landlord or other tenants? Damage to the unit?
- ❑ Landlord references

Assessing Tenant Screening Barriers

How do you identify **Tenant Screening Barriers**?

- Client interviews

  and

- Search public databases

  and

- Call previous landlords

  or

- Buy a Tenant Screening Report (use the same online screening company your landlords use)

Can You Conduct Your Own Tenant Barrier Screening?

- Yes, but it takes a lot of staff time
- People are mobile; you may need to check records in multiple states, cities, counties
- Each jurisdiction has different privacy laws and software
- One staff could develop expertise for entire RRH program
- Costs of DIY (staff time, software, fees) may exceed costs of purchasing a report online
- Landlord partners may accept tenant screening report and waive application fee

Why Do You Need to Know About Tenant Screening Barriers?

How will you use the information?

- To match the tenant with a landlord who will accept that person's profile—this means knowing your landlord partner's "limits"
- To negotiate additional incentives for the landlord (double damage deposit, more frequent check-ins, risk mitigation fund, etc.) if the person "appears" too risky for the landlord's tolerance level
- This information should NOT be used to screen out people with high barriers! Data shows these tenants also succeed!

Housing Retention Barriers

What do you assess?

Patterns in a person's history that have resulted in housing crisis or housing **AND** could recur and jeopardize new housing: non-payment of rent, lease violations, property damage, conflict with other tenants, poor landlord references

DO NOT assess characteristics, such as poverty or a disability, unless they have a clear relationship to past housing instability

DO NOT make assumptions; look at facts!

Dig a Little Deeper…

Why? Patterns may be due to:

- Lack of information (e.g. misunderstanding leases, tenant responsibilities)
- Lack of skill(s) (e.g. unable to care for unit, lack of conflict avoidance/resolution skills, inability to budget)
- Interpersonal style (e.g. promotes/escalates conflict)
- Poverty
- Bad luck (company closed, illness, etc.)
- Problematic friends/relatives
- Other causes?

Assessing Housing Retention Barriers (HRBs)

How do you assess HRBs?

- Review the Tenant Screening information to see if there are any repeated situations associated with housing loss.
- Interviews with the client (about the TSB report—the details)
- Observations, over time, during home visits; you can't identify everything initially
- Contacts with the landlord, both routine check-ins and call-backs due to problems

Why do You Need to Know About Your Client's Housing Retention Barriers?

How will you use the information?

- Identify housing that will be least likely to cause a recurrence of Housing Retention Barriers
  - Close to resources, far from problem people?
  - Laid-back landlord;
  - Tolerant tenants

- Identify case management strategies to monitor for a recurrence of past problems, while intervening to teach or mediate
  - Budgeting,
  - Conflict management
  - Understanding the lease

Caution! Watch Your Assumptions

A person may have a personal problem or a disability, but if it has not directly affected their ability to retain housing, it is not a Housing Retention Barrier

- A person with schizophrenia who hides in her room with the lights out for two days when the voices occur does not have a housing barrier

- A person with schizophrenia who turns up the TV full volume 24/7 to drown out the voices has a housing barrier

ACTIVITY #4

Barriers: Client Interview

- Read scenarios with information from *a* first interview by a RRH case manager.
- Identify the potential **Tenant Screening Barriers** you suspect. Which is/are most important for Housing Search? List those.
- Identify the potential **Housing Retention Barriers** you suspect. Which is/are most important for retaining housing. List those.

Work with your table to create the list of important TSBs and HRBs. You have 7 minutes.

Discussion

- What information do you have from the interviews about **possible Tenant Screening Barriers**?

- What information do you have from the interviews about **possible Housing Retention Barriers**?

ACTIVITY #5

Barriers: Public Data and References

- Review the new handout on the more in-depth tenant screening report and references.
- List the TSBs you see in this new information. Which one(s) are significant for obtaining housing?
- List the HRBs you see in this new information. Which one(s) are significant for retaining housing?

Discussion

- With additional information, has your opinion changed about how you would help Robert obtain housing?
- Has your opinion changed about what would help Robert keep his new housing?
- Why do you think there is a difference between the information from the interview and information from the databases?

Why the Difference Between the Interview and the Record?

- People may not know or understand their criminal record or housing evictions (e.g. *Is an arrest a "criminal record" if you weren't convicted? Is a Notice of Lease Non-Renewal an Eviction*?)
- People may conceal information from you because they need assistance and are afraid you won't want to help them
- In a crisis, or even as a result of chronic stress, a person's memories may be fuzzy
- Records may be inaccurate (especially if the person has a common name)

Lunch

Core Component: Housing Identification

Landlord Recruitment and Retention

Why Do You Need Landlord Partners?

- Some clients will be screened out of permanent housing after landlords review their tenant screening barriers and will remain homeless longer
- Access to better housing choices will be severely limited
- Clients' only choices may be bad, low-standard housing
- The tighter the housing market, the harder it will be to exit homelessness
- RRH partnerships offer landlords less risk (due to staff case management, rental subsidies) so your clients become highly competitive tenants

Four Things That Landlords Want

How Do You Build Landlord Partnerships?

- Your program has a good landlord outreach strategy
- Your program offers attractive incentives for landlord partners

AND

- Your program knows landlord concerns and needs and responds accordingly
- Your program creates a Win-Win for landlords and clients via tenant and landlord supports

Landlord Recruitment: Leave No Stone Unturned

Finding and Keeping Landlords in a Difficult Market

- Developing and maintaining landlord relationships must be someone's full time job
- Housing search is proactive and continuous
- Landlord incentives are well-designed to minimize landlord risk
- Program and staff ALWAYS do what they promise
- Calls from landlords are returned quickly
- Checks are cut quickly

Finding and Keeping Landlords in a Difficult Market

Landlord?

Property Manager?

You can help end homelessness in our community.

Shared Housing is an Option

- **Landlord and Leasing Issues**
  - Identify landlords amenable to shared housing
  - One lease or several leases
  - What happens if one party bails, etc.
- **Roommates and Matching**
  - Preparation with each party
  - Clarify responsibilities in advance
  - What is the “right” match
- **RRH case management and shared housing**
  - Preparing for role case manager as mediator
  - Staff training on mediation

Incentives for a Landlord Partnership

- Cut checks fast and on time
- Double damage deposit if/when needed for “risky” client
- Risk Mitigation Fund for damages caused by tenant
- Help with minor repairs Steady referral source of new tenants; no need to advertise
- Calls returned within one business day
- Staff teach “good tenant” skills
- If problems can’t be solved, assist tenant to move out without an eviction
- Part of a mission to end homelessness - integral part of the team
- Annual recognition event, positive media exposure

ACTIVITY #6

Come up with a Landlord Pitch!

- List 5 main points you would use to convince a landlord to rent to your program participants
- We'll report when you're done!

Organize Information on Your Landlord Partners

- Build information database on all housing partners: PHAs, subsidized landlords, private market landlords, etc.

- Build databases to log landlord and housing details: Screening requirements they will waive – or not waive for RRH tenants, rents, unit locations/descriptions, profile of typical tenants.

- Coordinate with other RRH programs to avoid “bidding wars” or landlord confusion, fatigue. Ideally, all RRH programs offer the same incentives!

Core Component: Rent and Move-in Assistance

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**.

Rent and Move-in Assistance: Principles

Assistance is **flexible and tailored** to the varying and changing needs of a household

- Financial assistance is **not a standard "package"** and must be flexible enough to adjust to participants' unique needs and resources, especially as participants' financial circumstances or housing costs change.

Provide assistance in a **progressive** manner – start with the amount that is necessary for participants to **move immediately out of homelessness and to stabilize** in permanent housing and provide more *when and if needed*.

- This helps to maximize the number of households able to be served

Structuring Financial Assistance: System Impacts

When you invest only what is needed, you have the resources to help others who are struggling and waiting for assistance.

Things to Keep in Mind

- Households experiencing homelessness are not significantly different from other poor households
- Majority experience homelessness due to a financial or other situational crisis, not a disability or psychosocial problem
- However, prolonged exposure to homelessness has a significant negative impact on adults and children – so we need to act quickly!

Structuring Financial Assistance: Program-level Progressive Engagement

- Client always pays a share unless income is zero—then program pays 100%
- In budgeting, assume that the household will likely be severely rent-burdened at exit
- FLEXIBILITY IS IMPORTANT: Changes in income, expenses, stress overload, and executive function are inevitable

Use Data to Adjust Base Level Assistance

Unacceptable rates of return to shelter?

- Recalculate case management and/or financial assistance, assist more intensively or longer, check-in more often, develop new partnerships

Almost zero recidivism?

- Try giving less support; maybe they don't need as much
- Examine admissions criteria-- are you "creaming"?

Some succeed and some don't?

- Is there a pattern (household, staff, etc.) that can help you improve outcomes?

Break

Core Component: Case Management and Services

HELP CONNECT
TO JOBS 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.

Case Management and Services: Principles

- RRH case management focuses on helping a household obtain and maintain housing 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

-NAEH RRH Standards and Performance Benchmarks

Case Management and Services: Principles

- 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
- RRH case management is home-based

-NAEH RRH Standards and Performance Benchmarks

Case Management and Services: The Housing Plan

- 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

1. Each Plan is a Step Forward: Think Multiple Plans

- Initial Emergency Needs and Housing Search Plan:
  - Emergency health and safety needs
  - Steps for housing search

- Housing Retention Plans
  - Sequence of plans, updated as goals are: achieved; added; are too ambitious and need to be scaled back; or when circumstances change

- Exit Plan
  - Follow-up options
  - Plans for possible future housing emergencies

2. Plans Should be Limited in Scope

- PRIORITIZE! An important approach to stress management and the key to crisis intervention
- The focus of the plan is on housing
- Obtaining and retaining housing is tough enough!
- People can choose when and if (and with whom) to address other life issues and goals… later… when they are safely and stably housed

3. Plans Should be Reasonable

- What housing locations, characteristics and rent are reasonable in your local market?
- Given benefit levels, the local job market and the person's work history/skills, what is a reasonable income goal?
- Given that significant or multiple personal changes are difficult at best (and nearly impossible under stress), what expectations are unreasonable goals for this individual at this time?

4. Plans are Informed by Resilience vs. Stress Overload

- Start with small steps and observe how the person does: move forward at their speed, not yours
- Increase direct assistance by staff if/when experience shows it appears necessary
- Reduce direct assistance if/when the person is able to manage some tasks independently
- “Empowering” vs. “Neglecting” is the balancing act: constantly question your balance

5. Housing Stability Plans Emphasize Tenancy Supports

What can case management do to assist the person to be able to:

- Pay the rent on time?
- Treat the building with respect?
- Treat other people with respect?
- Follow the lease?
- Avoid getting the landlord in trouble with the police?

ACTIVITY #7

Review the information and list of important TSBs and HRBs you created earlier. Based on those barriers, your small group (your table) will create 2 simplified plans for Marley:

1. **A Housing Search Plan:** Use his TSBs and HRBs to create a Housing Search Plan. Prioritize! Some barriers are not critical for Robert's housing search.

2. **A Housing Retention Plan:** Use his TSBs and/or HRBs to create an initial Housing Retention Plan. Prioritize! Which barriers are most critical for Robert's housing stability.

You have 15 minutes

Day 1: Wrap-up

Tomorrow

- Case Management continued
- Increasing Income and Resources
- Closing the Case
- Program Evaluation
- Data and Benchmarks
- System Design
- Wrap-Up

Questions?

Rapid Re-Housing Institute

Practice Track
Day 2

AGENDA

- Case Management and Services Continued
- Income and Resource Maximization: A Client-Centered Approach
- Closing the Case
- RRH Program Evaluation and Performance Benchmarks
- Systems Approach to RRH

Getting Back to Work….

Recap of yesterday…We began to answer these questions:

- ✓What are RRH, RRH outcomes and the Practice Standards?
- ✓How does stress impact RRH strategies?
- ✓What assessments are necessary for effective case management?
- ✓How do you create and maintain landlord partnerships?
- ✓How does progressive engagement affect rent and move-in assistance?
- ✓What are the characteristics of effective Housing Plans?

Core Component: Case Management and Services

Tenancy Supports

Rules for Keeping Housing

1. Pay the rent on time
2. Treat the building with respect
3. Treat other people with respect
4. Follow the lease
5. Don’t get the landlord in trouble with the police

Case Managers! If your clients can do these things, they can keep their housing.

How Much is a “Good” Tenant Worth?

What a “problematic” tenant costs:

- “Problematic” Tenant – conflict, rental arrears, police calls and/or damage
- Court filing costs for an eviction – tenant stops paying rent completely
- Court process may take weeks – or even months to finalize
- Repairs and cleaning
- Advertising for new tenants, paying for background studies, staff time for interviewing
- No guarantee that the next tenant will be any better
- Landlords estimate these total costs to be thousands of dollars

How Do You Support Landlord Partners?

- Your best landlord supports are your **tenancy supports**
- If you assist your clients to pay the rent, follow the lease, care for the unit, and avoid conflict, your landlords will be happy
- That's a better guarantee than the landlord has with any other tenants
- But if/when things don't go that smoothly, the landlords want someone who can help resolve the problem….and that's why they will work with you

1. Pay the rent on time

- Increase income /decrease expenses
- Spending plan and ways to track spending
- Automatic withdrawal or vendor pay
- “Reminders” a week before rent is due
- Ask landlord to accept 2 payments/month, when tenant receives paycheck
- Create an emergency savings account if income is erratic

2. Treat the Building with Respect

- Many program participants have never owned their own housing and lack knowledge/skills
- If there is a history of damage, find out how it occurred, then deal with the cause
- Skills are taught most effectively where they will be used—in this case, in the tenant's own unit

3. “Peaceful/Quiet Enjoyment”

- A clause in most leases: Tenant shall not disturb the peaceful /quiet enjoyment of the premises
- Intentionally vague language allows landlord to evict for almost any problem behaviors such as failure to control trash, children, guests and noise, and/or conflict with other tenants
- Tenants are often not aware of this lease requirement; explain it to them!
- Watch for violations when visiting the home and ask about any problems when you talk with the landlord

4. Follow the Lease

- Read and explain—**in simple terminology**—the client's lease (or have a tenant/legal service provider "translate").

- If the language is too obscure, consult a legal services or tenant advocacy resource to identify the critical requirements.

Tools for Clients

Example: Summarizing Primary Lease Requirements

Things that can get me EVICTED:

- ❑ Rent is more than 5 days late
- ❑ Someone moves in with me (stays more than 2 weeks)
- ❑ If I get a dog
- ❑ If the police are called about me twice in 30 days

Things I can do WITH WRITTEN PERMISSION from Landlord:

- ❑ Get a roommate
- ❑ Get a cat

Call: Megan (my housing questions person): 123-456-7890

5. Don’t get the landlord in trouble with the police

- Landlords in many areas cannot turn a blind eye to drugs. They can lose their license or even their property

- Likewise, some communities prioritize enforcement of local laws such as:
  - Under-age drinking,
  - Occupancy standards (crowding),
  - Noise ordinances,
  - Zoning (e.g. running a hair salon in your apartment), etc.

- Landlords can face legal trouble for violations

- It’s helpful to have a simple “cheat sheet” with some of these requirements

Tools for Clients

Example: Summarizing Important Local Laws

LAWS in MIDDLEBURY

- **Noise Ordinance**: 10:30 p.m. 7 days/week
  Check to make sure music, TV, guests can't be heard on the sidewalk. Fine: $700.
- **Social Host**: You can be arrested or fined if a guest who used too much alcohol or drugs is injured or causes injury or property damage.
- **Underage Consumption**: If police come to your home on a noise complaint, they will ask to see ID for guests. If a minor in your housing is consuming alcohol, you will have to go to court. Fines start at $1000.
- **Drugs:** If the police find anyone buying or selling drugs in your unit (or acquaintances outside, on the property), the landlord is required to evict you.

So How Do You Find Out About Tenancy Problems?

- Conversation with the individual or family: Any problems with the landlord or other tenants?
- Check-in calls or visits with the landlord: How are things going? Any problems I need to know about?
- Home visits: Have you noticed damage, excessive noise, disruptive behavior of children or guests?

BE PROACTIVE: Anticipate Problems

Plan ahead, *with your participant*, about how to respond if it looks like a previous rental problem (Housing Retention Barrier) is recurring.

For example…

- How will you prevent your friends from using your apartment as their party room?
- What will you do if you know you won't have all the rent on time?
- How can you stop your children or friends from making noise in common areas that bothers the neighbors?
- What can you say if someone in your family wants to borrow the rent money—and you don't think they can pay you back by the first of the month?

What if Being Proactive Isn't Enough?

- Suppose the first time you find out about your client's tenancy problem is when the landlord contacts you and is really angry?

- What do you do to save the partnership (and your client's housing)?

- You can be proactive in your response, because some issues are predictable enough to plan what to say:
  1. You didn't return my call….
  2. There was a party….
  3. You paid your share of the rent but your client didn't pay his/her share…

Dealing With Contentious Situations

- Define the problem—ask for details about what your client (or you) may have done wrong
- Distance yourself emotionally; speak slowly, calmly
- Don’t get into ego battles, argue or replay past issues
- Apologize for self for any failures to meet expectations
- You may ask for time to make a plan (after you speak with your client); set a date/time for a call or meeting
- Or, agree on a correction plan--what you can do differently
- Follow up with the landlord and your client. Make sure the plan is working as intended

Core Component: Case Management and Services

Engagement and Troubleshooting

Engagement is…

…a process, not an event.

…individualized: the approach a staff member uses for one tenant may not be effective with another.

…gaining an individual's trust -- and that takes time.

…much more difficult when staff turnover is high.

…stressful for many people who are already highly stressed

“If your services are meaningful to participants’ goals, they will choose engagement.”

Staff Observation from the Home Free Rapid Re-housing Program in Portland, OR

ACTIVITY #8

“When Things Go Wrong”

Read the following scenario on the next slide.

Think about potential reasons things are at an impasse. Brainstorm as many possible explanations as possible. This is a brainstorm. The more ideas you can think of, the better!

Because the reasons for the impasse are often not clear, what could the case manager try next to get things back on track?

You have 10 minutes, then we’ll share our ideas.

Natalie

Single mom, 24, with two preschool-aged children. Came back from deployment and was unable to keep a job due to anger issues. Lost her housing, doubled-up with a series of friends for three months, has been living in her car for 3 weeks.

Initially, she did everything CM (Tom, 55) asked. With his help, she found housing and moved in. But then she stopped keeping appointments or answering her phone. Tom went to her house, got no response, but he thinks she was home. He's in recovery and is convinced she is using.

What may have gone wrong here and what should Tom do?

When Things Get Stuck…

…Back at home: brainstorm potential possible reasons problems in moving forward occur (maybe with a colleague):

- ✓ Does the person just need some time to de-stress?
- ✓ Does the Plan still reflect the person's current priorities?
- ✓ Is the Plan too ambitious? Unclear?
- ✓ Are there problems with your relationship with the client?
- ✓ Are you offering too much help—or perhaps too little?
- ✓ What else is going on?

Income and Resource Maximization

A Client-Centered Approach

Income, Budgeting and Stress

Stress overload can impact the ability of a person experiencing homelessness to:

- Pursue, obtain and/or keep a job
- Independently apply for benefits
- Construct and follow a budget
- Control discretionary spending
- Reduce stress-response spending: alcohol, drugs, binge eating or shopping, etc.
- S/He may need more direct assistance, more time, and some intermittent goals may have to be sequenced or postponed to allow for reduced stress

The First Step: A Preliminary Budget

To know how much rent a person could pay, the first step is a **preliminary, basic budget assessment:**

- **Current** income: Sources and amounts
- **Current** debts: Amounts and monthly payments
- How much is **currently** available for housing?

Remember: Without a deep, permanent subsidy, most extremely low-income clients will pay more than 50% of their income for housing

OrgCode's Honest Monthly Budget

The Honest Monthly Budget Sample

Client: Chris	Version: 1	Date: February 6

Things that I have to spend money on:		Formal ways I get money:	
Rent	$604	Job	$0
Utilities	$0	General Welfare	$731
Food	$100	Disability	$0
Arrears	$300	Pension	$0
Repairs	$0	Inheritance	$0
TOTAL	$1004	**TOTAL**	$731

Other money that comes in goes toward:		Informal ways I get money:	
Child Support	$0	Binning/Bottle Collecting	$100
Debts	$50	Odd Jobs	$75
Cigarettes	$100	Treasure Hunting	$0
Coffee	$0	Baby Sitting	$50
Alcohol	$200	Sex Work	$0
Other Drugs	$0	Drug Running/Dealing	$0
Health Stuff	$30	Day Labour	$200

Source: OrgCode

Employment & RRH

- Employment is never a requirement – Housing First
- RRH projects are not and should not be employment programs. Connect clients to employment resources in the community
- Don’t assume everyone can work, and don’t assume no one can work

Assessment

1. What is the person's employment history?

2. What is the person's current situation (stress, goals, medical issues)?

3. What jobs are available in the local area?

Before You Refer, Do Some Homework

Example: Outcomes From Two Job Programs

- "64% Client Success"
- 40% drop out and are not counted in program outcomes
- 64% of the remainder get a job and work one day

- "35% Client Success"
- Includes drop-outs
- 35% of all clients get a job and retain it for 90 days

WHICH PROGRAM WOULD YOU USE FOR REFERRALS?

Can an Unemployed Person Afford Rent?

- IDEAL: Employment with a living wage, for a person who can obtain and retain a job.

- A person who can only work part-time (or even full-time) at minimum wage is not always better off than a person who qualifies for income supplements

- Often a combination of both employment and benefits is possible, and necessary

	State Minimum Wage	TANF Plus SNAP Benefits Family of 3	SSI Plus SNAP Benefits, Individual
Georgia	$5.15/hour (jobs not covered by federal Fair Labor Standards Act) **$9,577/yr**	$280/month TANF + $511/month FS (maximum) **$9,492/year**	$735/month SSI $194/month FS **$11,148/year**
Indiana	$7.25/hour **$13,284/yr**	$288/month TANF $511/month FS (maximum) **$9,588/year**	$735/month SSI $194/month FS **$11,148/year**
Washington	$11.00/hour **$19,914/yr**	$521/month TANF $511/month FS (maximum) **$12,384/year**	$735/month SSI $194/month FS **$11,148/year**

Source: U.S. Department of Agriculture, "SNAP Fiscal Year 2017 Cost-of-Living Adjustments, Source: TANF benefit levels for a single-parent family of three were compiled by CBPP from various sources and are current as of July 1, 2016. Sources: U.S. Dept. of Labor, http://www.dol.gov/esa/minwage/america.htm; and state web sites.

ACTIVITY #9 Employment

Should a referral to employment be:

1. Initiated now (why do you think so?)

OR

2. Delayed for a month or more until housing is more stable (why?)

OR

3. Postponed until after RRH exit or potentially even later (why?)

Work with your table for 10 minutes and then we will discuss.

A Multi-Dimensional Approach

- Important to know how different benefits and earned income impact each other
- Benefit programs change at the state and federal level and all require ongoing paperwork/monitoring: help recipient understand how to comply or benefits will be lost
- Understand state/local income opportunities
- Partnership, partnership, partnerships

Example of Combining Benefits: VA & SSI

VA Disability Income and SSI	Amount
VA Monthly Disability Benefit Amount	$400
General Exclusion	- $20
Counted Income	= $380
Maximum Monthly SSI Benefit Amount (2017 rates)	$735
Counted Income	- $380
Monthly SSI Amount	= $355
Total Monthly Income (VA + SSI benefit amounts)	$755

Example of Combining Benefits: VA & SSDI

Benefit	Monthly Income
VA Monthly Disability Benefit Amount	$400
SSDI Monthly Benefit Amount	+ $850
Total Monthly Income (VA + SSDI payments)	= $1250

SSI/SSDI Outreach, Access, and Recovery (SOAR)

- A national program designed to provide assistance to homeless or at-risk adults to increase access to SSI and SSDI

- SOAR trains case managers to be able to create a high quality application for disability benefits that are much more likely to be approved and approved much faster

Many RRH Programs have assured at least one staff is SOAR-trained

Reducing Monthly Expenses

- Even if a household's income is not substantially increased, more of that income can be available for housing

- Possible strategies:
  - Reduce debt payments
  - Obtain subsidized utilities and services
  - Utilize free, subsidized and low-cost goods and services

NFCC-Certified Counselors vs. “Financial Literacy Classes”

NFCC	Financial Literacy Classes
• Nonprofit in every state; subject to ethical standards and certification requirements • Direct assistance with lowering monthly debt payments as well as coaching for longer-term goals if appropriate • One-to-One financial counseling with individualized appointments • Some NFCC members will work via Skype if the client can’t travel far enough	• Many programs, varying quality, not all are appropriate for ELI people • Many offer do-it-yourself strategies for budgeting and longer-term goals such as buying a home and saving for retirement • Don’t include negotiating with creditors • Often based on a group basis--through a series of classes with fixed sessions, dates, times

Free/Reduced Cost Goods and Services

- Food Shelves
- Clothing closets/consignment shops
- Hot meals
- Nonprofit/religious furniture donations
- Big box stores donate returns, excess merchandise
- Car donations
- Daycare
- Bus passes

Be Aware of “Crisis Crutches”

- Under stress, people *automatically* follow familiar patterns that relieve stress
- Certain behaviors trigger a release of dopamine, which temporarily over-rides stress (junk food, binge shopping, alcohol/drugs, gambling, internet, smoking, etc.)
- While these may seem to be “irrational” and counterproductive habits, quitting is very, very difficult and triggers more stress
- Trying to eliminate these expenses while a person is under stress will likely fail (it’s hard enough to quit even when there is no stress!)
- Aim for “budget-harm reduction” to extent possible

How Would You Handle…?

- Your client, Paul, tells you he spends $600/month for beer, which he drinks every night with his only real friend. This is one-third of his income.

- Rochelle has three children (ages 4, 6 and 7) spends more than she can afford on gifts and clothing for them.

Lunch

Closing the Case

Closing a Case

- Exiting planning starts at entry
  - Case plans goals are short term and specific to housing.
- Case managers regularly review goal progress, keep exit date flexible, and adjust as necessary
  - Discuss options and criteria for ending assistance with transparency, well in advance!
- Client and case manager create an exit plan to solve potential problems and access specific community resources

When is it Time to Complete Services?

	Indicators for closure	Indicators for continuation
INCOME	--Housing subsidy secured --Income from all sources is sufficient to pay rent --Can share housing using current income	--Cannot pay rent for next month or two --No income sources available
LEASE	--In compliance, landlord satisfied --LL willing to accept loss of programmatic support	--Currently in violation of lease or subject or serious complaints --LL accepted client only if longer-term support provided
LINKAGES	--Other resources will provide needed assistance	--No other resources are willing/able to assist, and need is critical to housing stability
CHOICE	--Program participant wants to complete services	--Program participant wants (and needs) additional assistance

Remember, stress weighs on Case Managers too…

Ask yourself, when you are considering closing a case, do any of the following behaviors emerge in yourself?

- Anger
- Irritability
- Anxiety
- Lack of direction
- Apathy
- Mood swings
- Cynicism (pessimism, doubt)
- Nightmares
- Defensiveness

- Panic
- Depression
- Feeling of impending danger or doom
- Restlessness
- Feeling of insecurity
- Sadness
- Helplessness
- Suspiciousness
- Hopelessness
- Worthlessness

Contemplating an Exit

- Don’t do it alone; use supervisor
- Case consultation with peers
- Consider - Does this decision primarily benefit the interests of the participant or the needs of your program?
- Remind yourself that the great majority of people who receive RRH will not return to homelessness. People are more resilient than you think.

ACTIVITY #10: Closing the Case

Read the 3 scenarios

As a large group: Do you think the case manager should keep their cases open or close them (and why)

If the case should be kept open, what actions are still needed so the case can be closed

Standardizing, Evaluating and Improving Rapid Re-Housing

Cycle of Performance Improvement

What Data Do You Need to Collect?

Enter data into HMIS (or other database for victim service providers):

- Program entry dates
- Residential move-in dates
- **Exit destinations**
- Entries into homelessness for households serviced after exit from the program

Performance Benchmarks

- Data is only valuable if acted on!
- How does your program use data to improve design, policies, training?
- Do case managers have and use outcome data to improve their own practice?

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. Efficiency

Benchmark

- Clients move into housing in an average of 30 days or less from program entry

How to measure

- Average length of time from program entry to residential move-in for households who moved into permanent housing

Rapid re-housing Performance Benchmarks

1. Length of Stay

2. Permanent Housing Exits

3. Returns to Homelessness

4. Efficiency

How can we shorten the length of stay in homelessness?

- Robust landlord recruitment
- Remove programmatic prerequisites to housing
- Housing-focused messaging from entry into the system

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. Efficiency

Benchmark

- 80% exit rapid re-housing to permanent housing

How to measure

- Percent of clients who exit rapid re-housing to permanent housing

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. Efficiency

How can we increase exits to permanent housing?

- Match clients with units that work for them
- Flexible financial assistance
- Proactive case management and connection to services
- Move clients if needed

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. Efficiency

Benchmark

- 85% of households that exit rapid re-housing to permanent housing do not become homeless again within a year

How to measure

- Percent of clients who remain housed 12 months after program exit to permanent housing

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. Efficiency

How can we limit returns to homelessness?

- Place clients in units they can eventually afford
- Warm hand-offs to community services
- Pro-active follow up

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. **Efficiency**

Benchmark

- Determine based on local housing costs, comparison to other program types

How to measure

- Average cost per exit to permanent housing

Rapid re-housing Performance Benchmarks

1. Length of Stay
2. Permanent Housing Exits
3. Returns to Homelessness
4. **Efficiency**

How can we increase our efficiency?

- Flexible financial assistance
- Leverage mainstream connections
- Evaluate case management ratio

A Systemic Approach to Rapid Re-housing

Rapid Re-housing as a System-wide Intervention

RRH should be the primary homeless crisis response system intervention, which must be implemented system-wide, rather than as a collection of programs.

A Systemic Approach to Rapid Re-housing

Why?

- Housing is the solution to homelessness
- The goal of an effective crisis response system is to re-house people quickly
- RRH helps people obtain permanent housing and end their homelessness quickly
- RRH works for most people experiencing homelessness

So…

A Systemic Approach to Rapid Re-housing

Why?

So…

- RRH should be an integral and primary part of every homeless crisis response system
- To be most successful, RRH should be implemented in a standardized way, however it is funded
- In an effective crisis response system, resources and programs align roles and activities in a coordinated way around the common goal of helping people to quickly exit homelessness

A Systemic Approach to Rapid Re-housing

Standardizing best practices in all RRH programs is particularly important for RRH to be effective in very high-cost, low-vacancy markets

National Performance Benchmarks and Program Standards

RRH

PERFORMANCE BENCHMARKS AND PROGRAM STANDARDS

I INTRODUCTION

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. The core components of a rapid re-housing program are housing identification, move-in and rent assistance, and rapid re-housing case management and services. These core components represent the minimum that a program must be providing to households to be considered a rapid re-housing program, but do not provide guidance for what constitutes an effective rapid re-housing program.

This document provides details on performance benchmarks that would qualify a program as effective. These benchmarks are accompanied by qualitative program standards for each of the rapid re-housing core components that are likely to help a program meet the performance benchmarks. Lastly, this document include a section on program philosophy and design standards that provide more guidance on the broader role a rapid re-housing program should play in ending homelessness.

The standards included in this document are based on what is currently considered promising practice by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), Abt Associates and other federal technical assistance providers, and nationally recognized, high-performing rapid re-housing providers.[1] As rapid re-housing practice continues to evolve, these program standards will be updated. This living document is intended to be a tool to help current and potential rapid re-housing providers, funders, and other stakeholders design and identify rapid rehousing programs that are or are likely to be the most successful in ending homelessness for individuals and families through the use of the three core components of rapid re-housing.

[1] CARF and COA have also developed rapid re-housing standards. The standards included in this document do not conflict with the standards published by CARF or COA.

- National Alliance to End Homelessness
- Based on RRH Core Components
- Endorsed by VA, HUD, USICH
- www.endhomelessness.org

- Utilize best practice standards for RRH core components across all community RRH providers:
  - Housing Identification
  - Financial Assistance
  - Case Management and Services

CoC
Youth RRH
SSVF
Other
ESG
Rapid Re-Housing

Next Steps and Wrap-up

Summary

- Rapid re-housing is not just a program, it is a critical system-wide intervention to end homelessness

- The Core Components of Rapid Re-Housing help people:
  - ✓ Find housing fast
  - ✓ Pay for housing in the short term
  - ✓ Stay in their housing

Remember

Rapid Re-Housing Does	Rapid Re-Housing Does Not
• 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	• Eliminate poverty • Assure people will have affordable housing • Protect people from impact of life losses or difficult choices • Eliminate housing mobility

HOUSED PEOPLE
ARE **NOT** HOMELESS

What is one thing you commit to doing differently in the next week?

Questions?

Community Partner Connections and Planning

- AK Manhattan Beach
- AL Manhattan Beach
- AR Santa Monica Beach
- AZ Ballroom
- CA Ballroom
- CO Huntington Beach
- DC Venice Beach
- FL Venice Beach
- GU Ballroom
- HI Ballroom
- IA Laguna Beach
- ID Manhattan Beach
- IL Venice Beach
- KS Santa Monica Beach
- KY Santa Monica Beach
- LA Santa Monica Beach
- MA Venice Beach
- MD Venice Beach
- MN Laguna Beach
- MO Santa Monica Beach
- MS Santa Monica Beach
- MT Huntington Beach
- NC Venice Beach
- ND Laguna Beach
- NE Laguna Beach
- NM Ballroom
- NV Ballroom
- NY Venice Beach
- OH Laguna Beach
- OK Huntington Beach
- OR Manhattan Beach
- PA Venice Beach
- SD Laguna Beach
- TN Venice Beach
- TX Ballroom
- UT Huntington Beach
- VA Huntington Beach
- WA Manhattan Beach
- WI Venice Beach
- WY Huntington Beach