Rapid Rehousing Workshop:
Day 1: Rapid Rehousing in Santa Clara County

Santa Clara County Continuum of Care

May 25, 2021

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Rapid Rehousing Workshops

Workshop 1: Rapid Rehousing in Santa Clara County
Tuesday, May 25 2pm-4pm
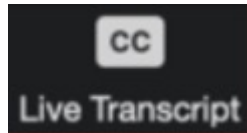
Workshop 2: Rapid Rehousing Troubleshooting
Thursday, May 27 11am-1pm

Workshop 3: JobTrain Employment Programs and Work Readiness Self Care Hygiene
Thursday, June 10 3pm-5pm

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Zoom Tips for this Workshop

Closed captioning is available

As you have questions or comments **during the presentations**, please add them to the **chat** box.

Please feel free to **unmute** yourself to speak during our many pauses for **discussion and breakout activities**.

If you have any technology **challenges** during the meeting, please use the chat feature or email SantaClaraCoC@homebaseccc.org for assistance.

Introductions in Chat!

- Name
- Organization
- In one sentence, describe why you do this work
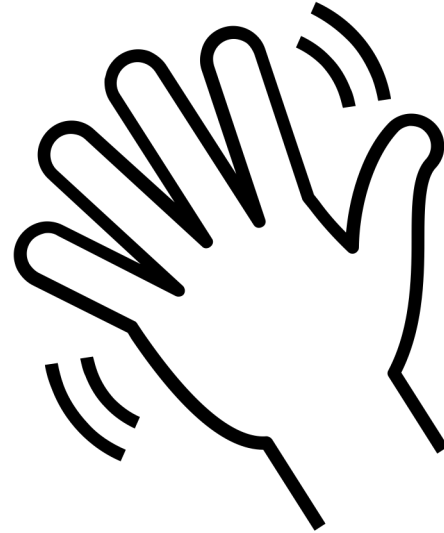
Agenda

Agenda & Introductions

Goals of Rapid Rehousing

Break

Planning for Housing Success

Closeout & Next Steps

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Training Objectives

To define realistic expectations for success that align with SCC RRH priorities.

To learn how to create client-led housing-focused case plans.

To have the chance to connect with and share information with other RRH providers.

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Goals of Rapid Rehousing

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Jamboard Brainstorming

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.
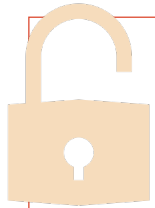
STAY IN HOUSING

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.
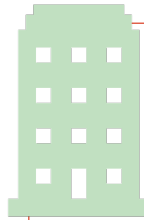
RRH Research

- *Evaluation of the Rapid Re-housing for Homeless Families Demonstration Program*, April 2016, Department of Housing and Urban Development
  - 500 households in HUD's RRHD program, 23 sites;12 months after exit
  - https://www.huduser.gov/portal/rapid-rehousing-program.html

- *Family Options Study: 3-Year Impacts of Housing and Services Interventions for Homeless Families*, October 2016, Department of Housing and Urban Development
  - 2,282 families in four study groups, 12 communities; 3 years after entry
  - https://www.huduser.gov/portal/family_options_study.html

- *Rapid Rehousing: What the Research Says*, June 2015, Urban Institute
  - Review of multiple RRH studies and local system outcomes
  - https://www.urban.org/sites/default/files/publication/54201/2000265-Rapid-Re-housing-What-the-Research-Says.pdf
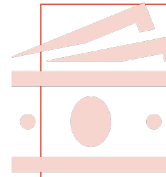
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What the Research Suggests

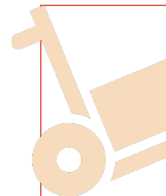Housing placements are high

Returns to homeless systems are low

Program design and the housing market both matter

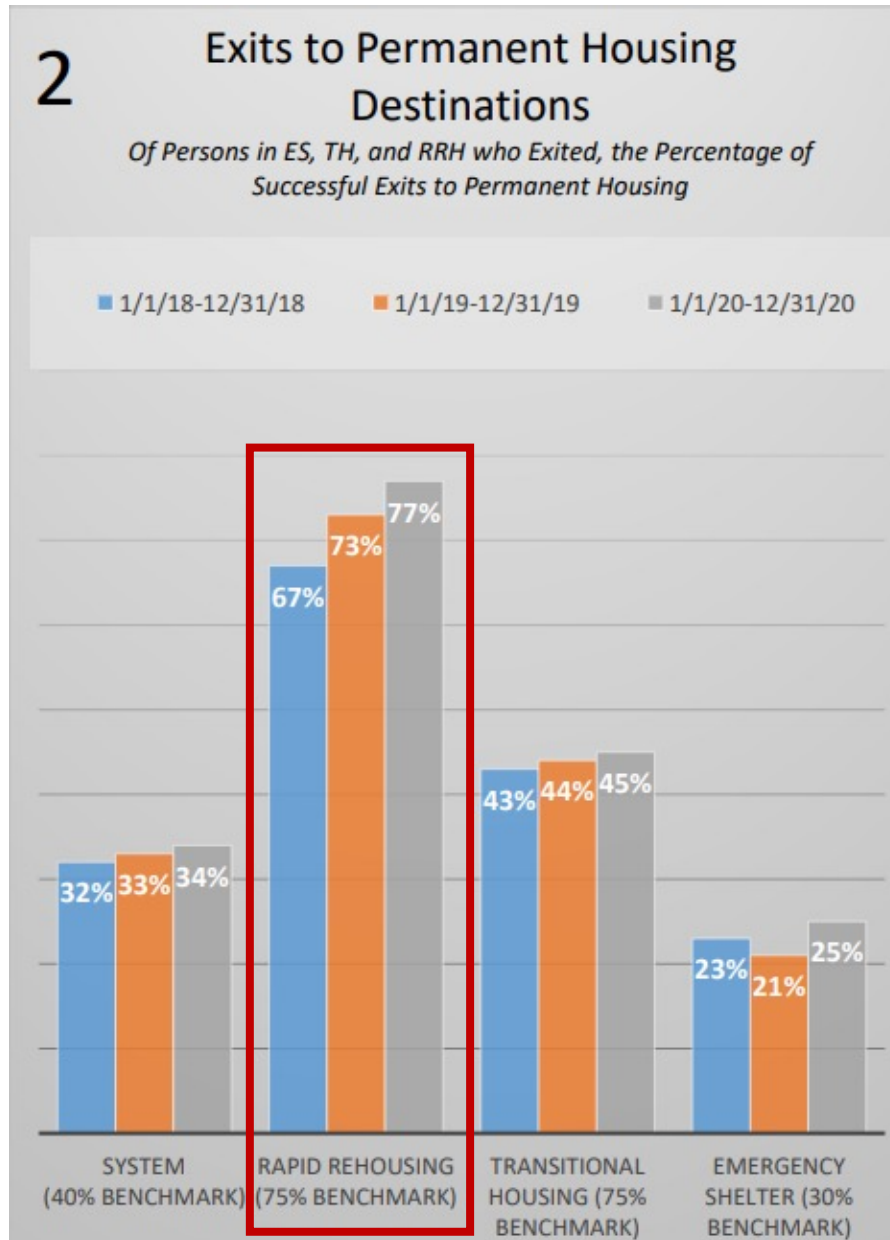Employment and income gains happen, but are modest

Family challenges often remain high
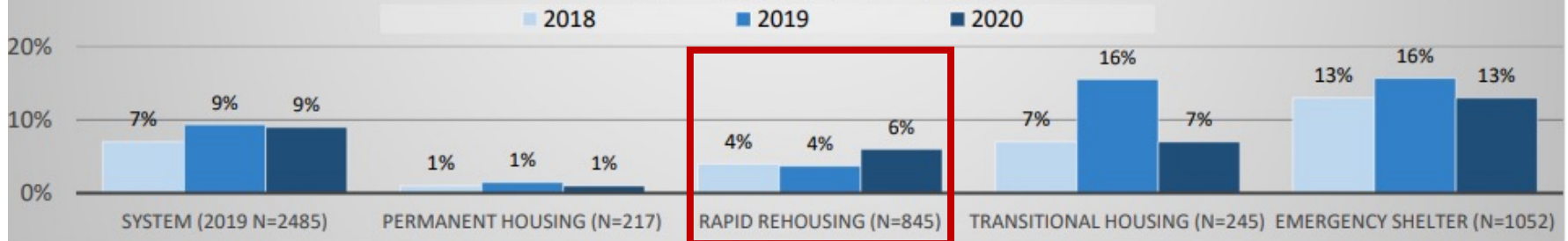
Housing instability often remains high

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Santa Clara County Outcomes
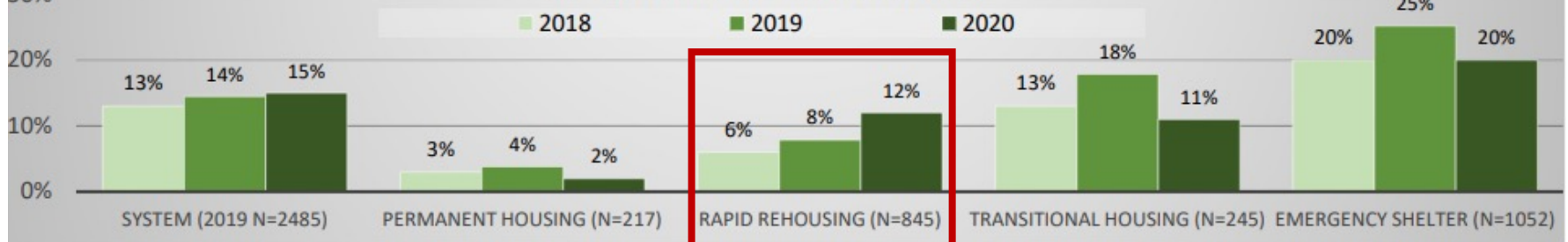
Santa Clara County Outcomes

Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months
(N = Exits to PH between 1/2018 to 12/2018)

Legend: ■ 2018 ■ 2019 ■ 2020

	SYSTEM (2019 N=2485)	PERMANENT HOUSING (N=217)	RAPID REHOUSING (N=845)	TRANSITIONAL HOUSING (N=245)	EMERGENCY SHELTER (N=1052)
2018	7%	1%	4%	7%	13%
2019	9%	1%	4%	16%	16%
2020	9%	1%	6%	7%	13%

Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year
(N = Exits to PH between 1/2018 to 12/2018)

Legend: ■ 2018 ■ 2019 ■ 2020

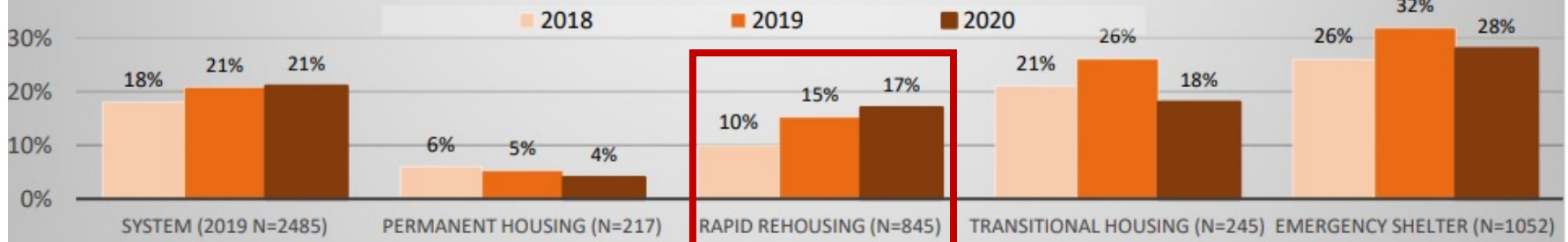|	SYSTEM (2019 N=2485)	PERMANENT HOUSING (N=217)	RAPID REHOUSING (N=845)	TRANSITIONAL HOUSING (N=245)	EMERGENCY SHELTER (N=1052)
2018	13%	3%	6%	13%	20%
2019	14%	4%	8%	18%	25%
2020	15%	2%	12%	11%	20%

Return to Homelessness (Within 2 Years)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years
(N = Exits to PH between 1/2018 to 12/2018)

Legend: ■ 2018 ■ 2019 ■ 2020

	SYSTEM (2019 N=2485)	PERMANENT HOUSING (N=217)	RAPID REHOUSING (N=845)	TRANSITIONAL HOUSING (N=245)	EMERGENCY SHELTER (N=1052)
2018	18%	6%	10%	21%	26%
2019	21%	5%	15%	26%	32%
2020	21%	4%	17%	18%	28%

What Does This Mean?

What RRH Does

- Reduce the length of time people are unhoused
- Minimize the negative impact of being unhoused
- Help people access resources to further personal goals and well-being

What RRH Does Not Do

- Eliminate poverty
- Create affordable housing
- Ensure people will not be rent burdened
- Eliminate housing mobility

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What Does This Mean For Us?

What gives clients the **highest likelihood** of the **greatest stability**?

Resource connections are key

Think broadly about housing options

Income is an central conversation

Large Group Discussion

Large Group Discussion

- Scale: 1 = not surprised, 5 = very surprised
- Use fingers (if on video) or type answer in chat

Q: <u>How</u> surprised were you with the presentation?

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Large Group Discussion

- Type answer in chat
- Looking for a couple people to elaborate verbally

Q: <u>What</u> is one thing that surprised you about the presentation?

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Breakout Rooms

Breakout Rooms

- Please turn on your video if you are able

- Self-select roles (2):
  - **Facilitator**: ensure everyone contributes, keep on topic and on time
  - **Recorder**: shares out activity product (if short on time, will paste product in doc)

Please open chat link <u>before</u> going to breakouts

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Breakout Rooms

Agenda Outline (22 min total)

- Transition time/select roles (2 min)
- Introductions (4 min)
- Group discussion question (6 min)
- Activity: Collective definition of RRH success (10 min)

find detailed instructions in chat link

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Welcome Back – Break Time!

- **Before going on break:**
  - **Recorders**: please paste statement using link in chat

5-MINUTE BREAK

return at 3:11pm

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Collective Definitions: RRH Success

Room 1: placeholder

Room 2: placeholder

Room 3: placeholder
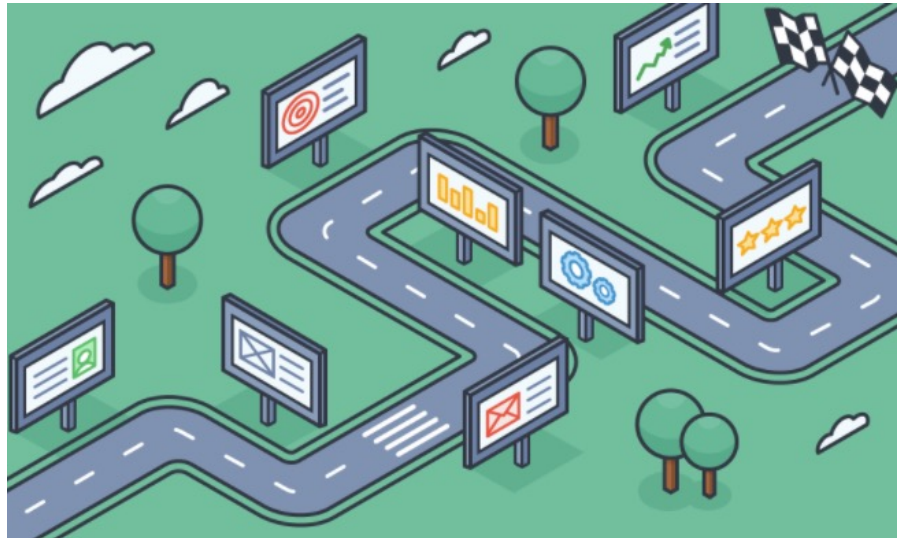
Room 4: placeholder

Room 5: placeholder

Room 6: placeholder

Room 7: placeholder

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Planning for Housing Success

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What is a Housing Stability Plan?

A **roadmap** for the case manager and the client that sets forth a detailed, step-by-step plan for obtaining and maintaining permanent housing.

Housing Stability Planning Principles

Housing First approach

Empowers client to achieve goals

Resolving the housing crisis

Driven by client choice

Individualized & flexible

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Why are Housing Stability Plans Important?

Breaks down housing goal into attainable steps to make the process more manageable

Goals & responsibilities are clear, so everyone knows who is working on what & why

Provides timelines and a way to track progress to keep everyone accountable

Focuses & limits interventions to address specific housing barriers

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When is the Plan Created?

- Anytime a client is in any form of housing that is **not permanent:**

  - Place not meant for human habitation
  - Emergency Shelter
  - Transitional Housing

- Create the plan **right away** – the sooner, the better!

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Who Develops the Plan?

The case manager & household/individual client together!

Client	Case Manager
Leads the process	Shares information about options
Establishes goals	Supports follow through on goals
Decides what would help lead them towards their goals	Connects client to resources and voluntary services

Other case managers and/or housing specialist can be involved, as needed.

What Belongs in a Housing Stability Plan?

- The client's **main housing stability goal**
- A list of **the steps** towards achieving that goal
- **The timeframe** for completing each step
- **Who is responsible** for each step
- An assessment of your client's housing-related **strengths and barriers**
- Plans can focus on
  - Goals that help clients **obtain housing**
  - Goals that help clients **maintain housing**

Plans can and should be reviewed and modified as clients make progress and goals change.

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Rapid Rehousing Program Housing Stability Plan

Using the assessment tools below, create attainable goals to reduce or remove the impact of the housing barriers identified by the household. The household must define concrete action steps toward completion of each goal, including assistance that may be needed from the Housing Program, Case Manager or another outside source, and establish a target date for completion.

Date: __ __ / __ __ / __ __ __ __   Type: ☐ Initial   ☐ Update

Head of Household Name: _____   HMIS ID: _____

_____

If this is an update, please describe what progress has been made toward the goals established in the last Plan:
_____
_____

HOUSING STABILITY INFORMATION

What barriers are impacting your ability to find or keep housing right now?

☐ Low/no income   ☐ Owe rental arrears/other Debt   ☐ At-risk of eviction for lease violations

☐ Domestic violence   ☐ Sub-standard housing   ☐ Dispute with landlord/other residents

☐ Property being foreclosed ☐ Other: _____

Which of the following services do you feel would be most helpful for you to obtain or maintain housing?

☐ Income support services   ☐ Physical/Mental Health Care   ☐ Personal financial planning services

☐ Transportation assistance   ☐ Domestic violence counseling   ☐ Benefit and money management services

☐ Child care   ☐ Substance use treatment/services ☐ Assistance obtaining VA Benefits

☐ Legal services   ☐ Employment services   ☐ Housing counseling or housing search

☐ Daily living services   ☐ Other: _____

➡ **Note: Please attach Service Referrals for all services selected above** ⬅

Goal #1: **Housing Stability**: _____

Action Steps Toward Goal	Who is Responsible	Target Date	Notes
1.			
2.			
3.			

Sample Housing Stability Plan

Action Items:	Who	Timeline	Complete
Housing: _Rent a 2 bedroom apartment in Shoreline near transit and grocery store (ideally with utilities included)_			
1. Search Craigslist for apartments	Client and CM	Daily	
2. Find landlords with flexible criteria	Client and CM	Daily	
3. Ask my pastor for help searching	Client	Thursday	
Employment: _Find a job so I can afford a 2 bedroom apartment in Shoreline_			
4. Work with Case Manager to write out resume	Client	Tuesday	Y
5. Go to Worksource	Client	Wednesday	
6. Look at Craigslist	Client and CM	Every other day	
Financial: _Get my finances in order so I can get an apartment and manage my budget better_			
1. Pull Credit Report	Client and CM	Tuesday	Y
2. Call Creditor and Request Payment Plan	Client and CM	Friday	
3. Develop forecast budget	Client and CM	Wednesday	
Other: _Miscellaneous_			
1. Contact John Smith for a possible reference	Client	Wednesday	
2. Find childcare near Shoreline transportation route	Client / Ch.Care Pr.	Thursday	

Assessment: Strengths and Barriers

What are the client's resources, including income, work experience, & social network?

How well can the client solve problems & access services, independently and/or with support?

How can actions or circumstances which led to the client's housing crisis be resolved or mitigated?
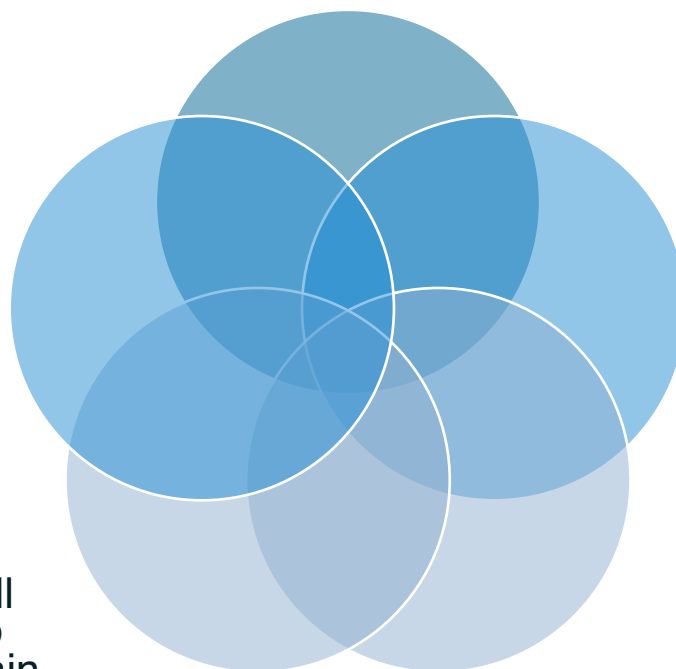
What supports will the client need to move into & maintain stable housing?

What barriers interfere with the client's ability to regain stable housing?

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Identifying Your Client's Housing Goals

What type of housing arrangement do they want?

Where would the client like to live?

Is there anywhere the client wants to avoid?

Where is their network of family and/or friends?

What was the last place where the client lived that worked well?

Has the client had a lease before? How did that go?

Has the client tried applying for a new lease recently? What was the outcome?

Does the client have any concerns about moving into their own place?

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Overcoming Planning Challenges

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Questions?

Email us at

santaclaracoc@homebaseccc.org

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