

The Rapid Re-housing (RRH) homeless program are designed to help individuals and families exit homelessness as quickly as possible, move to permanent housing, and achieve stability in housing.

Housing assistance is offered without preconditions (such as employment, income, criminal record or sobriety). The resources and services provided are typically tailored to the unique needs of the household.

Rapid Re-housing core components

While all 3 components are available as part of the rapid re-housing program, it is not required that a single entity provide all three services or that a household utilize them all.

1. Housing Identification

- a. Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- b. Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.
- c. Assist households to find and secure appropriate rental housing.

2. Rent and Move-In Assistance (Financial)

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

3. Rapid Re-housing Case Management and Services

- a. Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- b. Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- c. Help individuals and families negotiate manageable and appropriate lease agreements with landlords.
- d. Make appropriate and time-limited services and supports available to families and individuals to allow them to stabilize quickly in permanent housing.
- e. Monitor participants' housing stability and be available to resolve crises, at a minimum during the time rapid re-housing assistance is provided.
- f. Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals. This includes providing or ensuring that the household has access to resources related to benefits, employment and community-based services (if needed/appropriate) so that they can sustain rent payments independently when rental assistance ends.
- g. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary. Unless basic, program-related case management is required by

statute or regulation, participation in services should not be required to receive rapid re-housing assistance.

Program Objectives:

The purpose of the LSS rapid rehousing programs is to assist participants in locating safe, affordable housing that meets participant needs in accordance with client intake practices, and within the COC guidelines for Rapid Re-Housing programs and using the Housing First model. The four basic objectives of the program are:

1. Assist with locating and obtaining permanent housing.
2. Provide a housing stability plan and assist participant in obtaining the goals outlined by the plan.
3. Provide access to case management services as needed and/or desired by each participant.
4. Provide service coordination to assist program participants in obtaining supportive services as needed or wanted.

Staffing:

Each program is staffed with a case manager and a housing resource specialist. Both positions may be performed by one person.

Each program staff is supervised by a Program Manager or Program Supervisor.

Compliance:

This program will comply with all applicable federal and state statutes, contractual agreement, licenser, and regulations.

Referrals:

Individuals and families are identified and referred through the coordinated entry system. Prioritization of applicants will be those with a SPDAT score of between the range of 4-8 or 9 and given in order of priority from the top of the respective list. Refer to Coordinated Entry (CE) policy for specific program area.

Documentation:

All services provided will be documented in the form of a case note or on appropriate forms which are kept in the participant's individual case file on site. The case file will include, but not be limited to:

1. Form of Identification
2. Verification of homelessness- Evidence of program eligibility must be obtained in the order listed below.
 - a. Self-Certification with referral agency signature

- b. Staff Affidavit of eligibility
- 3. Rental assistance agreement
- 4. Intake assessment
- 5. Certification of those claiming zero income (if no income claimed), OR rent calculation worksheet (if income received) with verification of income
- 6. Copy of HQS inspection
- 7. Rent reasonableness form
- 8. Housing Stabilization Plan
- 9. Copy of lease agreement
- 10. Rental assistance agreement
- 11. Release of Information for the purpose of providing case management services
- 12. HMIS release of Information
- 13. HMIS intake assessment
- 14. Bill of Rights
- 15. Receipt of Privacy Practices
- 16. Receipt of Rights and Grievances
- 17. Client contact consent

Additionally, these will be included in the file as applicable:

- 18. Imminent threat of harm/domestic violence documentation
- 19. Copy of written notification of program exit
- 20. Court ordered summons, complain, or judgement

Client files and records will be maintained in a locked room in a locked file cabinet accessible only to Lutheran Social Services staff working in the rapid rehousing program.

Eligible Participants:

Eligible participants for the rapid rehousing program will come from the coordinated entry list identified specifically for Rapid Re-Housing.

- 1. To be eligible for the program, program participants must be homeless and meet one of the following program eligibility requirements:
 - a. Category 1 of the homeless definition set forth by HUD: Literally homeless;
 - An individual or family who lacks a fixed, regular and adequate nighttime residence meaning:
 - i) Has a primary nighttime residents that is a public or private place not meant for human habitation
 - ii) Is living in a publicly or privately operated shelter designed to provide temporary living arrangements (shelters, transitional housing and hotels/motels paid for by charitable organizations or by federal, state and local government programs) or
 - iii) is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

OR (next page)

- b. Category 4 of the homeless definition set forth by HUD:
Any individual or family who:
 - i) Is fleeing, or is attempting to flee domestic violence, dating violence, sexual assault, stalking or other dangerous or life-threatening conditions
 - ii) Has no other residence; and
 - iii) Lack the resources or support networks to obtain other permanent housing
- 2. The program participant agrees to participate in an intake and needs assessment provided by LSS that assesses areas that may prohibit access to obtaining and maintaining permanent housing.
- 3. The program participant agrees to participate in developing and carrying out an appropriate housing stability plan and maintain accountability of said plan. This plan assesses each household for barriers to obtaining housing and barriers to maintain housing.
 - a. Barriers to obtaining housing include problems that a prospective landlord could find out during the application and screen process and could use as a reason to deny rental.
 - b. Barriers to retaining housing are defined as the direct impact issues have had on the households previous housing history and potential impact for future housing
- 4. Participant is willing to sign a Rental Assistance Agreement and report any income earned to case manager to determine rental assistance needed.
- 5. Participant must be located within the county being served.
- 6. The program will provide access to case management services and participant must agree to a minimum of one visit per month.
- 7. Preference is given to a certain population and may differ in each program area. Refer to grant contract or supervisor for this information.

Ineligible Participants:

- 1. Participants who do not meet the criteria of homeless per HUD of category 1 or category 4.
 - a. Category 1 of the homeless definition set forth by HUD: Literally homeless;
An individual or family who lacks a fixed, regular and adequate nighttime residence meaning:
 - i) Has a primary nighttime residents that is a public or private place not meant for human habitation
 - ii) Is living in a publicly or privately operated shelter designed to provide temporary living arrangements (shelters, transitional housing and hotels/motels paid for by charitable organizations or by federal, state and local government programs) or

- iii) is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution, OR
 - b. Category 4 of the homeless definition set forth by HUD:
Any individual or family who:
 - i) Is fleeing, or is attempting to flee domestic violence, dating violence, sexual assault, stalking or other dangerous or life-threatening conditions
 - ii) Has no other residence; and
 - iii) Lack the resources or support networks to obtain other permanent housing
- 2. Participants who are defined by HUD as;
 - a) Category 2: Imminent Risk of Homelessness; or
 - b) Category 3: Homeless under other Federal Statues; unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition.
- 5. Participants that are not referred through the coordinated entry system.
- 6. Participants that cannot be reached after 5 unsuccessful attempts.

Pending/Inactive /Discontinued Status Prior To Enrollment

All referrals will be received and tracked per each Coordinated Entry(CE) policy with the HARA in each respective program area.

All referrals received, regardless if contact was made or not, will be placed on the master tracking sheet.

Program Participation

The program participant is required to follow the rules of the program to continue to receive program services.

Program Requirements:

1. Participant will meet with the case manager at least one time per month to update housing stability plan.
2. Participant will assist in the development of a housing stability plan and follow the plan as designed.
3. Participant will pay rent to LSS (if rent is paid) in accordance with the lease terms, usually by the 5th of the month.
4. Program participant will participate in an LSS intake and needs assessment to identify needs and eligibility for community resources in the areas of; housing, financial resources and management, employment, physical and emotional issues, mental health, AODA and military status.
5. Program participant will participate in an HMIS intake assessment.

6. Participant will adhere to lease rules and regulations along with federal, local, and state tenant laws.

Rapid Rehousing - Termination of Assistance Policy

The termination of assistance policy is a specific component of a Housing First approach which aims to minimize barriers to maintaining housing. Assistance is terminated as a last resort and in severe cases which jeopardize safety, or are non-compliant with regulations, laws, or the signed lease agreement.

The program may terminate assistance to a program participant who violates program requirements or conditions of occupancy.

Program will:

Provide the participant with a written copy of any participant responsibilities and the termination process before the participant begins to receive assistance and staff will review the policy and possible termination causes verbally with all participants upon entry.;

Provide 14 days written notice to the participant containing a clear statement of termination reasons;

Appeal process:

Termination is last resort and determined collectively between direct service staff, program supervisor, and program manager. If notice is given and assistance is terminated, participant can appeal the termination in writing within 7 days to:

Lutheran Social Services, Homeless Programs

Attn: Derek Moran, Housing Director

6737 W. Washington Street, Ste. 2275

West Allis, WI 53214

or by email to Derek Moran:

derek.moran@lsswis.org

Final written decision will be provided within 5 days.

HQS inspections

Employees working in the homeless programs are required to be trained in completing HQS inspections of units. Units must pass an HQS inspection prior to clients moving into the unit.