***OR-505 BOS CoC /* Rural Oregon Continuum of Care (ROCC)**

**By-Laws and Governance Appendices**

**Volume II – Program Delivery**

**Appendix F:** Rapid-Rehousing (RRH)

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***Appendix F: Rapid-Rehousing (RRH)***

**Rapid Re-Housing Projects Standards**

**OR-505 BOS CoC**

**Rural Oregon Continuum of Care (ROCC)**

***FINAL: Board-Approved June 22, 2018***

**Background and Introduction**

The US Department of Housing and Urban Development (HUD), via its Emergency Solutions Grant Rules and Regulations (ESG) and the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Continuum of Care Program Interim Rules, requires that Continuums of Care (CoC) establish and consistently follow written standards for providing CoC and ESG assistance. ROCC has developed these Rapid Re-housing Projects Standards to help fulfill these requirements and to help move the ROCC forward in achieving its Strategic Plan Vision of ending homelessness within the geography. In addition to meeting federal requirements, these standards will also help the ROCC’s grantees and partners ensure more consistent use of best practices and help to standardize program design and implementation of our RRH projects across our homeless system.

These basic standards align with other CoC standards, including:

* Coordinated Entry policies and procedures: *drafted; in approval process (June 2018)*
* ESG recipients’ written standards for providing assistance (see Consolidated Plan):

<http://www.oregon.gov/ohcs/CRD/hss/ESG-Operations-Manual-FINAL-5-1-17.pdf>

* SSVF program standards:

<https://www.va.gov/homeless/SSVF/?page=/ssvf_university/fidelity_tool_ssvf_standards>

* RHY program standards:

<https://www.acf.hhs.gov/fysb/programs/runaway-homeless-youth>;

<https://www.hudexchange.info/resource/4448/rhy-program-hmis-manual/>

* Housing First principles:

<https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>

* HUD CPD Monitoring Handbook for ESG and CoC:

<https://www.hud.gov/program_offices/administration/hudclips/handbooks/cpd/6509.2>

###### Definition of Rapid Re-Housing

Rapid Re-housing (RRH) is a short-term intervention to help individuals and families exit homelessness as quickly as possible, move into permanent housing, and achieve stability in housing. To be defined as RRH, a project must be comprised of the following three core components: housing identification assistance, financial assistance, and case management and supportive services.[[1]](#footnote-1)

High quality RRH programs help increase the number of people communities are able to serve by reducing the length of shelter stays, which frees up crisis beds for others in need, reduces the negative impacts of long-term homelessness, and connects people to other community assistance to improve overall well-being and increase self-sufficiency.

###### Applicability of RRH Program Standards

The RRH Program Standards outlined here apply to RRH projects operating within the ROCC that are funded at this time through HUD’s Continuum of Care (CoC) Program and HUD’s Emergency Solutions Grant (ESG) Program. Supportive Services for Veterans and their Families (SSVF) projects are not required to abide by these standards.

###### Purpose of RRH Program Standards

The following sections outline detailed program standards and requirements for RRH projects operating within the ROCC. These program standards are intended to be used in conjunction with the ROCC’s overall standards to guide overall program implementation. By providing these detailed RRH Program Standards, the ROCC is ensuring that the CoC meets federal requirements, uses best practices, and standardizes the overall provision of homeless assistance across the CoC.

CoC staff strived to write standards that apply to all RRH projects, regardless of funding source, but in some cases ESG and CoC Program requirements differed enough that different standards were written. For more detailed information about all the differences between ESG and CoC Program funded RRH requirements, review HUD’s guide *Rapid Re-Housing Under the Emergency Solutions Grants Program versus the Continuum of Care Program*, available at https://[www.hudexchange.info/resources/documents/Rapid\_Re-](http://www.hudexchange.info/resources/documents/Rapid_Re-) Housing\_ESG\_vs\_CoC.pdf.

###### Organization of the RRH Standards

At this time, the basic elements of the RRH core components are detailed in this document. As mentioned above, the core components represent the minimum areas of assistance that must be provided in order for a program to be considered an RRH program

**Rapid Re-housing Standards**

Rapid Re-Housing (RRH) is a short-term intervention to help individuals and families exit homelessness as quickly as possible, move into permanent housing, and achieve stability in housing. To be defined as RRH, a project must be comprised of the following three core components: housing identification assistance, financial assistance, and case management and supportive services[[2]](#footnote-2).

The core components, their associated activities, and related ROCC standards and requirements, are described in more detail in the following sections.

#### Overarching Rapid Re-housing Standards and Requirements

#### HUD Eligibility

#### Individuals and families must meet the Category 1 definition of homelessness (Literally Homeless). In addition, those who meet the Category 4 definition of homelessness (Fleeing/Attempting to Flee DV) may also qualify.

##### RRH Eligibility

*STANDARD A.1:* RRH projects serve individuals and families who are literally homeless and lack the income and/or supports to end homelessness on their own

*REQUIREMENTS:*

* + Literally homeless individuals/families (HUD Category 1)
		- Literal homelessness is defined as homeless individuals/families who lack a fixed, regular, and adequate nighttime residence, meaning:
			* Sleeping in a place not designed for or ordinarily used as a regular sleeping accommodation, such a place not meant for human habitation
			* Living in emergency shelter or transitional housing designated to provide temporary living arrangements (including hotel/motel stays paid for by charitable or government programs)
			* Exiting an institution where the individual resided for less than 90 days and where the individual entered the institution immediately from emergency shelter (including hotel/motel stays paid for by charitable or government programs) or an unsheltered location.
	+ Fleeing Domestic Violence (HUD Category 4)
		- Those who are fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions may also be served with RRH.
			* Applicants who fit Category 4 may be served with Continuum of Care RRH funds even if they are not yet literally homeless.
			* For ESG RRH, however, the applicant must be fleeing DV *and* in a literally homeless situation.
	+ Lack of sufficient income and/or supports
		- To be eligible for RRH, individuals and families must lack the financial resources and support networks needed to obtain housing on their own. No specific income limit is set by the CoC, but RRH providers must document that each household served lacks the available resources to remedy their homeless situation without intervention and would remain literally homeless but for RRH assistance.
		- The household must not exceed the income limit imposed by the CoC grantee based on local need and conditions. Each CoC and ESG grantee shall declare their income limit, if any is imposed, for the program and advertise it to prospective applicants as part of the written Policies and Procedures for their RRH program.
		- Third party documentation of income is preferred. Self-declaration of income can be used to document/verify income when third party documentation cannot be obtained.

*STANDARD A.2:* RRH projects accept referrals only through their Homeless Planning Region’s Coordinated Entry (CE) system, and following the region’s CE Policies and Procedures

*REQUIREMENTS:*

* + - RRH projects only serve individuals/families that have been assessed with the VI-SPDAT and are currently residing in a homeless location or fleeing domestic violence (above for details).
		- All RRH providers shall participate in a CE system that comports with the standards and requirements set forth by the CoC. *(CoC’s Draft Coordinated Entry standards are currently in Board review with approval and CoC-wide distribution anticipated on or before June 30, 2018.)*

##### RRH Prioritization

*STANDARD A.3*: RRH projects prioritize assistance for individuals and families with the greatest needs, who cannot otherwise be served by a more intensive resource.

*REQUIREMENTS:*

* + Level of need is primarily determined by the results of the VI-SPDAT that is completed while individuals and families are in emergency shelter (or in an unsheltered location)
	+ In cases where the VI-SPDAT score indicates that an individual or family has a level of need that would likely best be addressed by Transitional Housing (TH) or Permanent Supportive Housing (PSH), but that resource is not immediately available, RRH providers should strive to serve these individuals or families with RRH assistance
	+ Returning RRH clients may be prioritized for assistance where possible, assuming they continue to be eligible (including that they are currently literally homeless)
	+ Eligible homeless Veterans who are not eligible for VA funded programs, such as the Supportive Services for Veterans and their Families (SSVF) program, are prioritized for RRH assistance if their VI-SPDAT score and housing barrier support the prioritization.

##### Documentation and Record-keeping Requirements

*STANDARD A.4*: RRH projects abide by all documentation and record-keeping requirements, including requirements for documenting homeless status and project eligibility.

*REQUIREMENTS:*

* + - To be eligible for RRH assistance, individuals and families must be residing in one of the following locations only:
		- A place not meant for human habitation, such as in a car, abandoned building, or outside
		- An emergency shelter meant to provide temporary living arrangements
		- Fleeing domestic violence or attempting to flee domestic violence (see details under Standard A.1)
		- Exiting an institution such as a jail or hospital where they resided for no more than 90 days AND were residing in an emergency shelter or place not meant for human habitation immediately before entering the institution
		- Timing out of a transitional housing (TH) project dedicated to serving homeless individuals or families
	+ RRH projects document homeless status for all RRH clients.
		- Acceptable documentation includes the following, in order of priority
			* *Third-party written verification* of homelessness (e.g., HMIS record, documentation on letterhead from shelter or TH project, written statement from outreach worker)
			* *Third-party oral verification* from a case worker, outreach worker, or program staff
				+ This can only be used as documentation after case workers have documented their due diligence in attempting to obtain third-party written verification of homeless status
			* *Self-certification* of homeless status
				+ This can only be used as documentation if neither third-party written nor third- party oral verification could be obtained, and due diligence was documented

##### General RRH Program Requirements

*STANDARD A.5:* RRH projects provide, as needed, rental assistance and other financial assistance to RRH clients

*REQUIREMENTS*:

* + The following financial assistance can be provided by RRH projects:
		- Eligible in the ESG-funded Rental Assistance budget:
			* Rental assistance on behalf of RRH clients, up to a max of 24 months
			* Security deposits (up to 2X rent)
			* Utility deposits and payments (up to 24 months, including up to 6 months for payments in arrears
			* Rental application fees
			* Moving costs
		- Eligible in the CoC Program funded Rental Assistance budget:
			* Rental assistance on behalf of RRH clients, up to a max of 24 months
			* Security deposits (up to 2X rent)
			* Property damages up to one month’s rent, one time per participant
		- Eligible in the CoC Program funded Supportive Services budget:
			* Moving costs
			* Utility deposits

*STANDARD A.6:* RRH projects provide rental assistance only for units that meet safety and cost standards

*REQUIREMENTS*:

* + Unit Inspections
		- ESG-funded RRH projects complete HUD Habitability Standards inspections on all housing units prior to providing rental assistance, and only provide rental assistance for units that have passed inspections
* RRH projects must document this unit has passed inspection.
	+ - CoC Program funded RRH projects complete Housing Quality Standards (HQS) inspections on all housing units prior to providing rental assistance, and only provide rental assistance for units that passed inspections
* RRH projects must document this unit has passed inspection.

 (See the Housing Identification section below for more details.)

* + Rental Payment Amounts
		- RRH assisted units must comply with HUD’s Rent Reasonableness Standards
* RRH projects must document this using comparisons with local rental of similar size, type and amenities.
	+ - ESG-funded RRH projects can pay no more in monthly rental assistance than the applicable Fair Market Rent (FMR)
		- CoC-funded RRH projects can pay no more in monthly rental assistance than the rent reasonable amount
	+ Lead-based Paint
		- RRH projects complete visual assessments for lead-based paint on all housing units built prior to 1978 that may house households with children under age 6, or with a pregnant person in the household
* RRH projects must ensure any needed repairs are made, prior to providing rental assistance
* RRH staff conducting visual assessments must successfully complete required training
	+ - RRH projects provide all client households, regardless of whether or not children are in the home, with an Environmental Protection Agency (EPA) approved information pamphlet about identifying and controlling lead-based paint hazards, and collect a client signature indicating the information was received
* Lead disclosure information can be found here: https://[www.hud.gov/program\_offices/healthy\_homes/enforcement/disclosure](http://www.hud.gov/program_offices/healthy_homes/enforcement/disclosure)

*STANDARD A.7:* RRH clients have standard lease agreements with landlords when monthly rental assistance is being provided on behalf of clients

*REQUIREMENTS*:

* + ESG-funded RRH projects have no required minimum lease term
	+ CoC Program funded RRH projects are required to have leases between landlords and RRH clients for an initial term of one year and renewable for a minimum of one month, and terminable only for cause.
	+ Leases between landlords and RRH clients must abide by Oregon landlord/tenant law, and not include any additional requirements

**RRH Core Component: Housing Identification Assistance**

**Overview**

The RRH Housing identification core component is comprised of activities associated with working with landlords and/or property managers (referred to as landlords hereafter) to expand and retain RRH housing options, and activities associated with working with RRH clients to overcome housing barriers and identify housing options.

*Working with Clients*

RRH projects can provide support to clients by helping them identify housing units and develop plans to overcome the most critical housing barriers. RRH project also educate clients on the obligations of their lease agreement, as well as the elements of landlord/tenant law. RRH projects should also seek to have clients contact the project first if issues or concerns with the housing unit or landlord arise; then RRH project staff can work with clients to try to preserve the housing unit or develop a plan for moving into another unit while avoiding eviction.

*Working with Landlords*

RRH projects engage in intentional and specific landlord recruitment activities to help ensure they have access to ample housing options that are accessible to RRH clients with significant housing barriers. RRH projects also provide support to landlords who are housing RRH clients to help ensure that landlord/tenant issues are addressed quickly and positively and in ways that help preserve access to quality housing options.

1. **Housing Identification Standards and Requirements**

The following section identifies the minimum policies and elements of RRH program design required for ROCC RRH projects for the Housing Identification core component. All of the following must be incorporated into RRH projects formal Policies and Procedures.

*STANDARD B.1*: RRH projects provide comprehensive Housing Identification services

*REQUIREMENTS:*

* + RRH projects engage in all of the following Housing Identification services
* Housing Search and Support
* Identify and understand tenant needs and housing barriers. Help clients develop strategies to overcome critical housing barriers.
* Assist RRH clients with housing search by providing lists of local rental properties and tips on finding suitable housing. Ideally, offer applicants direct assistance, such as from a housing placement advocate or navigator, if available.
* Assist clients in explaining RRH program services and financial assistance to prospective landlords. Request Reasonable Accommodations for clients when appropriate.
	+ - Landlord Recruitment and Support
* Recruit landlords who are willing to rent to program participants with housing barriers, including those who may fail typical tenant screening criteria
* Explain program rules and services provided. Explain lease/contract terms and expectations and responsibilities of tenant, landlord, and agency.
* Retain Landlords by providing mediation and regular communication to address their concerns and/or issues with tenants.
* Response to landlord issues quickly, when feasible within one business day.

*STANDARD B.2:* RRH projects provide RRH assistance only to rental units that are habitable

*REQUIREMENTS:*

* RRH project completes inspections on all housing units prior to providing rental assistance
* CoC Program funded RRH projects must conduct HUD Housing Quality Standards (HQS) inspections on all RRH assisted units. This includes a Lead Based Paint assessment for units built before 1978. Units must pass inspection before any assistance can be paid to the landlord.
* ESG RRH funded programs must pass a Habitability Inspection and Lead Based Paint assessment before assistance can be paid. Alternately, HUD HQS inspections may be used instead of the Habitability Inspection.

*STANDARD B.3*: RRH projects Occupancy Standards

*REQUIREMENTS:*

* RRH grantees must develop Occupancy Standards as part of their written Policies and Procedures
	+ Standards shall detail how appropriate unit size shall be determined for RRH participants
		- Grantees may follow occupancy guidelines developed by their local public Housing Authority or develop their own. Standards shall be written and made available to applicants of the RRH project.
		- In general, standards shall allow for 1 to 2 persons per bedroom.
		- Participants who choose a unit which is larger or smaller than the size for which they have been approved shall have to meet the rent standard for the smaller unit.
			* Example A: a single person wishes to live in a two-bedroom unit. The gross rent of the unit, including applicable utility allowance, will have be reasonable compared to one-bedroom units in the local area.
			* Example B: A family of five is determined to be eligible for a three-bedroom unit, but chooses a two-bedroom unit instead. In this case, the unit rent will have to be reasonable with comparable two-bedroom units in the local area, even though the family qualified for a larger unit.
		- For ESG RRH, gross rents, including applicable utility allowance, must be at or below the Fair Market Rent (FMR) set for the local area if rental assistance will be paid using ESG funds. If only other financial assistance is being provided, such as for a security deposit, then the unit must only meet the reasonable rent threshold.

### RRH Core Component: Financial Assistance

###### Overview

The RRH Financial Assistance core component is comprised of activities associated with determining the amount and duration of rental assistance and other financial assistance that is provided to RRH clients, and the activities associated with making payments for rent, utilities, and move-in assistance.

As a part of the planning process, move-in assistance includes providing clients with resources and supplies before they move from shelter into housing. This can include RRH eligible costs such as moving truck rental or hiring a moving company, as well as assistance provided by other community partners such as furniture, food, and toiletries.

There are two key principles, grounded in the Housing First philosophy, that guide the provision of financial assistance in RRH projects:

* + Rent and move-in assistance needs to be flexible and matched to the needs of the client in order to move clients into permanent housing as quickly as possible.
	+ In order to serve the largest number of homeless clients possible, RRH projects should provide the least amount of assistance possible to stabilize people in permanent housing quickly.
1. **Financial Assistance Standards and Requirements**

The following section identifies the minimum policies and elements of RRH program design required within ROCC RRH projects for the Financial Assistance RRH core component. All of the following must be incorporated into RRH project’s formal Policies and Procedures.

*STANDARD C.1*: RRH projects provide comprehensive Financial Assistance services

*REQUIREMENTS:*

* + RH projects engage in all of the following Financial Assistance services:
		- Determine Rental Assistance
			* Includes determining the amount and duration of rental assistance. (Note that HUD regulations state that rental assistance cannot be provided to a program participant who is already receiving rental assistance or operating assistance through other federal, state or local sources [§578.51(a)].)
		- Determine Move-in Assistance
			* + Include determining the type and amount of move-in assistance, i.e. security deposits, first/last month's rent, or additional assistance allowable under HUD rules
		- Making Payment to Landlords
			* Includes providing payments directly to the vendor (as in the landlord or utility company) for rental assistance, utilities, and any other move-in related costs, as needed, and as cost effectively as possible

*STANDARD C.2*: RRH projects provide move-in assistance that is tailored to individual need

*REQUIREMENTS*:

* + In determining the type and amount of move-in assistance to provide, RRH projects must do the following at program entry:
		- Assess program applicant’s need (including VI-SPDAT score and income information) to determine the financial assistance needed for move-in
			* Includes determining if utilities deposits are needed, how much security deposit may be needed, if moving truck rental assistance is needed, etc.
			* Grantees shall determine any limits that will be placed on the type or amount of move-in assistance that will be covered with RRH funds. Limits must be spelled out in the written Policies and Procedures developed for the project, and must match the categories selected for funding on the CoC project application and their ESG state work plan.

*STANDARD C.3*: RRH clients who have income and are able to contribute towards rent, pay a contribution towards their rent whenever possible

*REQUIREMENTS*:

* + Where RRH projects have determined that clients have BOTH income AND the ability to pay a contribution towards rent, client tenant rent contribution is determined in the following way:
		- Households served under CoC RRH programs shall pay 30% of their adjusted gross income toward rent each month during the term of their assistance. Rent calculations must include monthly utility allowances established by the local public Housing Authority for utilities that the tenant pays separately.
		- For households served with ESG RRH funds, the grantee may choose to adopt their own standard, based on client need and ability to pay rent share. Grantee must disclose policy in their written ESG Policy and Procedures and apply the same standard to all persons served in their area with ESG RRH funds.
		- RRH client income must be calculated in accordance with 24 CFR 5.609 and 24 CFR 5.611(a). Details can be found here: https://[www.gpo.gov/fdsys/granule/CFR-2011-title24-vol1/CFR-2011-](http://www.gpo.gov/fdsys/granule/CFR-2011-title24-vol1/CFR-2011-) title24-vol1-sec5-609
	+ If an RRH client has no income, then no rent contribution is required.
		- This must be documented per HUD requirements for verifying income.
		- CoC RRH programs are required to pay a utility reimbursement to participants whose utility allowance exceeds their rent contribution. The CoC RRH program must pay that amount either as a monthly reimbursement to the participant, or directly to the participant’s utility company. The participant must be notified in writing of the amount of monthly utility allowance to be paid. Details can be found here:<https://www.hudexchange.info/resources/documents/Notice-CPD-17-11-Determining-Program-Participant-Rent-Contribution-in-the-CoC-Program.pdf>

*STANDARD C.4*: RRH projects provide rental assistance for a duration of time that is tailored to individual need.

*REQUIREMENTS*:

* + In determining the duration of rental assistance to provide, RRH projects must do the following:
		- On a regular basis as specified in the grantee's written Policies and Procedures for their RRH program, assess client’s financial need to determine if additional rental assistance should be provided by the RRH project.
		- RRH projects may provide no more than 24 months of rental assistance to any one client
* 24 months of assistance, over a three-year period, is the absolute maximum amount of assistance that may be provided to any RRH client, but should only be provided in very rare cases, if at all
* If serving an RRH client with more than 12 months rental assistance, RRH program staff need to document the following, at minimum:
	+ Recertify and document program eligibility including household income, resources, and continued need for assistance to prevent homelessness.
	+ Grantees must recertify income for those in CoC and ESG RRH programs annually, at a minimum. Those being served with ESG RRH must be at or below 30% of Area Median Income at their 12 month recertification in order to qualify for additional assistance. Grantees with CoC RRH projects shall set their own written policy on income limits at renewal as well as how often participant income shall be reviewed during the term of the assistance
* Based on current need, program staff shall determine the duration of continuing rental assistance. The time period of continued RRH assistance must be spelled out by the RRH Provider so that it is clear to the RRH client. Duration of assistance, including extensions, shall not exceed 24 months total.
* RRH Programs may continue to make rental payments on behalf of a CoC program participant that is institutionalized for a brief period, not to exceed 90 days for each occurrence. Rental assistance may only be paid on a vacant unit for the month following the program participant’s departure from the unit.
* RRH projects are subject to the requirements of VAWA. Families receiving CoC RRH tenant-based rental assistance who separate from non-transferring family members as part of their VAWA emergency transfer plan shall continue to receive assistance under the RRH project. The individual or family who is transferring shall retain their original homeless or chronically homeless status. It is ROCC policy that RRH grantees are not obligated to continue assistance for the non-transferring family members, but may opt to do so on a case-by-case basis if funding is available. Grantees are encouraged to work with community partners to provide services to stabilize the family members who are left behind after an emergency transfer.

**RRH Core Component: Case Management and Support Services**

The RRH Case Management and Services core component is comprised of providing individualized case

management to RRH clients in order to help them obtain and move into housing, stabilize in housing, and

determine when the RRH assistance can be terminated. Effective case management involves a blend of

assessment and coordination services provided throughout the client’s time in the project, and tailored to client needs as they pertain to retaining permanent housing.

**D. Case Management and Services Standards and Requirements**

The following section identifies the minimum policies and elements of RRH program design required for ROCC RRH projects for the Case Management and Services RRH core component. All of the following must be incorporated into RRH projects’ formal Policies and Procedures.

*STANDARD D.1*: RRH projects provide comprehensive case management and services

*REQUIREMENTS:*

* RRH projects must require the program participants to meet with a case manager not less than once per month to assist them in achieving long-term housing stability. (Note: The project is exempt from this requirement if the Violence Against Women [Act](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=690f6264b8ae588c8289a614fde41bcb&term_occur=1&term_src=Title:24:Subtitle:B:Chapter:V:Subchapter:C:Part:578:Subpart:D:578.37) of 1994 ( [42 U.S.C. 13925](https://www.law.cornell.edu/uscode/text/42/13925)et seq.) or the Family Violence Prevention and Services [Act](https://www.law.cornell.edu/definitions/index.php?width=840&height=800&iframe=true&def_id=690f6264b8ae588c8289a614fde41bcb&term_occur=2&term_src=Title:24:Subtitle:B:Chapter:V:Subchapter:C:Part:578:Subpart:D:578.37) ( [42 U.S.C. 10401](https://www.law.cornell.edu/uscode/text/42/10401)et seq.) prohibits the grantee carrying out the project from making its housing conditional on the participant's acceptance of services.)
	+ - RRH case managers shall access participants to determine needs and barriers to obtaining and maintaining permanent housing. Use of VI-SPDAT information as well as motivational interviews should be used to help determine these factors
		- Case management services should include assistance with accessing main stream benefits and referrals to resources that can help the participant address barriers to housing stability. Ideally, help with basic budgeting, energy education, landlord-tenant education, including Fair Housing Law, and other life skills that help the household properly maintain their unit should be part of the case management plan, based on the needs of each household
		- Case managers are encouraged to use utilize strength-based, trauma informed practices with clients in order to maximize success and minimize the chance of re-traumatization
		- Case managers shall create and maintain files on each RRH household served. Files must contain all required eligibility documentation, copies of leases, correspondence, and records of all financial assistance provided. Files must be secured per data security and confidentiality policies of each agency
		- Comprehensive case notes on all meetings with participants, landlords, and other providers who may be assisting with case coordination shall be kept by the Case Manager for each RRH participant file (hard copy and/or electronic). Notes should include any referrals to internal and external resources provided to the client
		- Follow-up reviews shall be performed on all exited clients at required intervals, as determined by program rules. All follow-up reviews shall be entered into HMIS.

*STANDARD D.2*: RRH projects shall develop and follow a written formal process when terminating RRH assistance for a client

REQUIREMENTS:

* RRH projects Termination Policy/Process must minimally include the following:
	+ Written Termination and Hearing Rights Policy will be given to each RRH participant at project entry.
	+ When seeking to terminate assistance, agency must provide written notice to the participant containing a clear statement of reasons for termination, as well as the process for the participant to file a formal appeal of the termination.
	+ Clients requesting a hearing on the termination shall be granted the opportunity to present oral or written testimony to someone other than the staff person who recommended the termination.
	+ Records of all denials, terminations, appeals, and hearings shall be kept as part of the client file.

**Performance Metrics**

* The extent to which persons who exit homelessness to permanent housing destinations return to homelessness
* This measures participants who exited RRH to a permanent housing destination in the date range two years prior to the report date range. Of those participants, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.
* Successful exits from RRH to permanent housing destinations
* Percent participants age 18 or older with earned income at exit
* Percent participants age 18 or older who have non-cash benefits at exit
* Percent participants with 1+ source of non-cash benefits at exit
* Percent participants age 18 or older who maintained or increased their total income (from all sources) as of the end of the operating year or program exit
* The average length of time homeless for all enrolled households is 30 days or less.
* At least 80% of households exit to a permanent housing destination
* At least 85% of households that exited to a permanent housing destination do not become homeless again within 1 year

***Appendix G: Permanent Supportive Housing (PSH)***

***Currently in Progress***

1. National Alliance to End Homelessness - https://endhomelessness.org/rapid-re-housing-works/ [↑](#footnote-ref-1)
2. “Rapid Re-Housing Performance Benchmarks and Program Standards”, National Alliance to End Homelessness (February 2016). Available at: [https://endhomelessness.org/resource/rapid-re-housing-performance-benchmarks-and-program- standards/](https://endhomelessness.org/resource/rapid-re-housing-performance-benchmarks-and-program-%20standards/) [↑](#footnote-ref-2)