

# HUD CoC RAPID REHOUSING: SUCCESSFUL PROGRAMS & PARTICIPANTS

Mid Florida Homeless Coalition  
June 17, 2016  
Susan Pourciau

Sponsored by the State of Florida  
Department of Economic Opportunity



# Susan Pourciau

Director of Homeless Training and Technical Assistance,  
Florida Housing Coalition

[pourciau@flhousing.org](mailto:pourciau@flhousing.org)

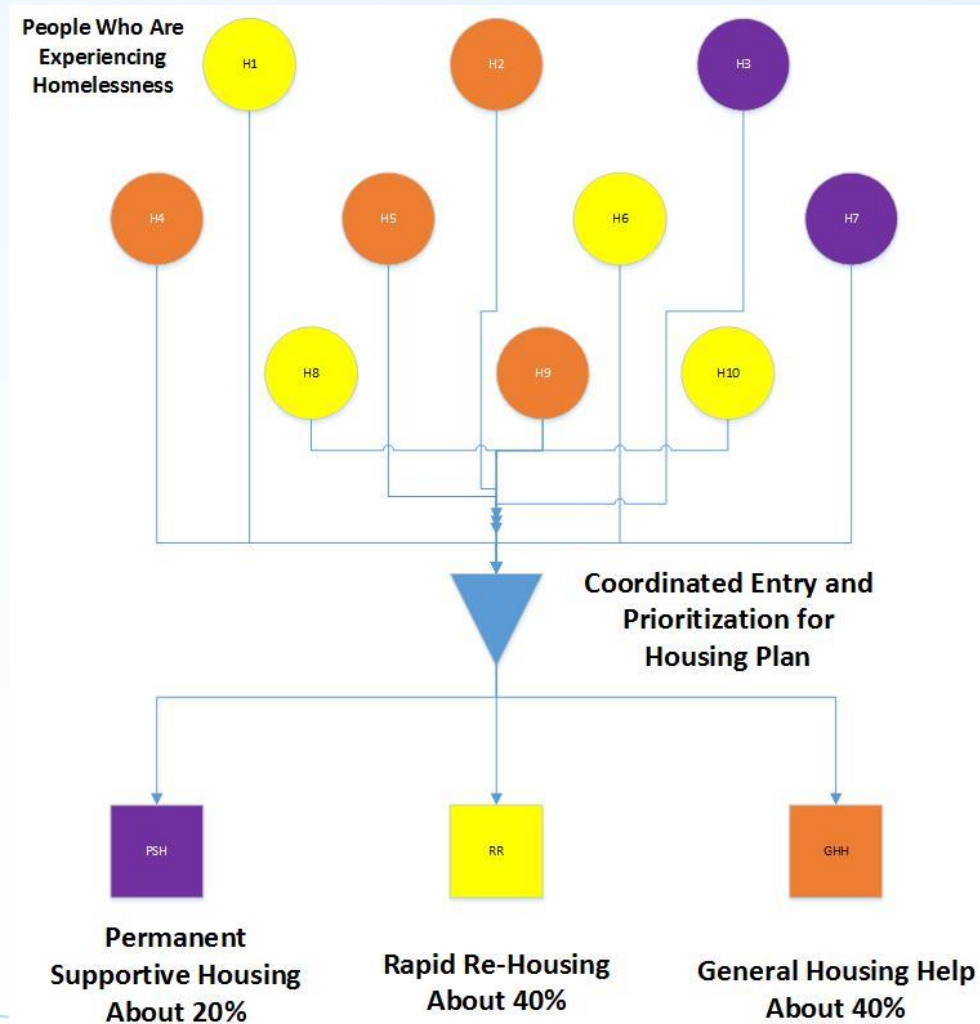




# OVERVIEW

- Big picture – how it all fits together
- Core components of RR
  - Housing location
  - Rent assistance
  - Support services
- Other considerations
  - Termination and grievance
  - Performance measures
  - Monitoring

# THE SYSTEM, COORDINATED ENTRY, AND RR



*Adapted from OrgCode*



# HOUSING FIRST

- First – helping people get into permanent rental units with their own lease, as *quickly* as possible
- Second – provide voluntary and consumer-driven services, tailored to each household's needs and desires, with an emphasis on keeping housing
- As few barriers to entry as possible (e.g., no sobriety requirements, drug testing, employment or income requirements)
- As few program requirements as possible
- Tenancy in housing is tied only to complying with lease; not tied to program compliance



# DEFINITION OF RAPID REHOUSING

RR is a housing intervention designed to help individuals and families to *quickly* exit homelessness and return to *permanent* housing.

RR is offered without preconditions.

Resources and services provided are tailored to the needs of the household.

Note: Program participants must be homeless as defined by HUD and that must be documented.



# CORE COMPONENTS OF RAPID REHOUSING

- Housing Identification
- Rent and Financial Move-In Assistance
- Case Management and Services

See: <http://www.endhomelessness.org/page/-/files/RRH.pdf>





# REGULATIONS

- 24 CFR 578
  - <https://www.law.cornell.edu/cfr/text/24/part-578#>
- See also
  - HUD Exchange  
<https://www.hudexchange.info/programs/coc/>
  - HUD FAQs  
<https://www.hudexchange.info/coc/faqs/>



# PERFORMANCE BENCHMARKS AND PROGRAM STANDARDS

- Very important!
  - <http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards%202016.pdf>



# RR PROGRAM PERFORMANCE BENCHMARKS

## start with the end in mind

1. Reduce the length of time program participants spend homeless
  - Measure: Households served by the program should **move into PH** in an average of **30 days or less**
2. Maximize permanent housing success rate
  - Measure: At least **80%** of HH that exit RR program should **exit to PH**
3. Minimize returns to homelessness
  - Measure: At least **85%** of HH that exit RR to PH should **not return to homelessness** within a year



# CoC WRITTEN STANDARDS ON RR

All programs must comply with CoC Standards regarding:

- Determining and prioritizing which eligible households will receive RR
- The amount or percentage of rent that each program participant must pay in rent
- All other standards the CoC sets for RR; see:

[http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards\\_2016.pdf](http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf)



# COMPONENT 1: IDENTIFYING HOUSING



# FINDING DECENT AFFORDABLE RENTALS



- Hire a Housing Locator or Navigator
- Attend PHA or CoC landlord recruiting events
- Host your own landlord recruiting events
- Use Section 8 landlords [www.gosection8.com](http://www.gosection8.com)
- Use [www.floridahousingsearch.org](http://www.floridahousingsearch.org)
- Use [www.socialserve.com](http://www.socialserve.com)
- Use Craig's list, Zillow, or similar searchable listings

# FINDING DECENT AFFORDABLE RENTALS (CON'T)

- Drive through affordable neighborhoods and look for “for rent” signs
- Word of mouth
- Focus on smaller or medium-size landlords
- Build relationships with property management companies
- Advertise within your community (local newsletters, faith based organizations, community organizations)



# GETTING LANDLORDS TO RENT TO YOUR CONSUMERS



- Use a Housing Specialist or Housing Navigator who is trained to
  - 1) locate affordable rentals,
  - 2) persuade landlords to work with your program,
  - 3) keep an inventory of housing options, and
  - 4) maintain relationships with landlords and property managers
- Respond to the two main things landlords want: rent collections and property well-maintained
- Create promotional materials to inform landlords what you can provide to support the tenant(s) in their unit
- Sell the program, not the client





# GETTING LANDLORDS TO RENT TO YOUR CONSUMERS (CON'T)

- Supportive services available
- 24/7 emergency call number
- Two months rent for deposit
- A guarantee of payment on time
- If you have another source of flexible funding:
  - Access to risk mitigation funds
  - Financial assistance to get the unit up to housing quality standards



# Before Commitments Are Made

- Determine rent reasonableness (see next section of slides); document
- Do a Housing Quality Standards (HQS) and lead-based paint inspection; document
- Ensure that program participant understands their lease and their responsibilities (suggest: a brief “understand your lease” handout)
- Ensure that the landlord understands the commitments being made (suggest: a brief summary for landlord, you, and tenant to sign)



# COMPONENT 2: FINANCIAL ASSISTANCE



# FINANCIAL ASSISTANCE

- Security deposit – not to exceed two months of rent
- Advance payment of last month’s rent may be paid up front, in addition to security deposit and first month rent
- Short-term or medium-term rental assistance, limited to “reasonable rent” (see next slide)
- Max 24 months of rent assistance, but likely much less



# RENT REASONABLENESS AND FMR

- The rent amount must be “reasonable rent” and your determination that the rent is “reasonable” must be documented in the file
- Guidance re Rent Limits
  - <https://www.hudexchange.info/resources/documents/CoC-Rent-Reasonableness-and-FMR.pdf>
- Rent reasonableness chart
  - [http://portal.hud.gov/hudportal/documents/huddoc?id=19671\\_rentreasonableche.pdf](http://portal.hud.gov/hudportal/documents/huddoc?id=19671_rentreasonableche.pdf)
- How to find FMR and why it matters
  - <https://www.huduser.gov/portal/datasets/fmr/fmrs/docsys.html?data=fmr16>
  - You must serve your target number of participants as stated in the project application



# THE LEASE

- The participant must enter into a lease agreement for a term of *at least one year*, which is terminable for cause.
- The lease must be automatically renewable upon expiration for terms that are a minimum of one month long, except on prior notice by either party.
- In the name of the program participant household.



# HOW MUCH ASSISTANCE FOR HOW LONG

Depends on:

- “CoC Written Standards” and program policies
- your project application
- availability of funding
- needs of individual households (not one size fits all); be sure to document decisions



# ESTABLISH AND FOLLOW POLICIES

Written policies to establish:

- Determine and prioritize who gets RR
- The amount or %rent that the HH pays
- The max amount and/or number of months of rent assistance
- The max number of times the HH can get rental assistance
- Grievance procedure and program termination policies





# COMPONENT 3: SUPPORT SERVICES



# REGULATIONS ON SERVICES

- May provide support services for no longer than 6 months after rental assistance ends
- Must reevaluate, at least once annually, that the HH lacks sufficient resource and support networks to maintain housing without assistance; also reevaluate if the program learns of a change in income or other circumstances
- Require the participant to meet with case manager at least once per month, with the focus on ensuring housing stability



# ELIGIBLE SERVICES COSTS\*

- Annual assessment of service needs
- Assistance with moving costs (one time)
- Utility deposits (one time)
- Housing search and counseling
- Transportation
- Case management, including:
  - Counseling
  - Coordinating services
  - Using coordinated assessment system
  - Obtaining participant benefits
  - Monitoring participant progress
  - Providing info and referrals
  - Providing DV risk assessment and safety planning
  - Developing individualized housing and services plan
- Other less common: child care, education services, employment assistance, food, specified legal services, life skills training, MH/SA services, outpatient health services; outreach services;

\*Check the project budget that you submitted to HUD!



# DIFFERENCES BETWEEN ESG RR AND CoC RR

- See [https://www.hudexchange.info/resources/documents/Rapid\\_Re-Housing\\_ESG\\_vs\\_CoC.pdf](https://www.hudexchange.info/resources/documents/Rapid_Re-Housing_ESG_vs_CoC.pdf)
- A few of the key differences:
  - Housing: CoC uses HQS; ESG uses habitability standards
  - Rent limits: CoC uses rent reasonableness; ESG uses lesser of FMR or rent reasonableness
  - Eligibility: CoC for all defs; ESG for literally homeless
  - Rent arrears: CoC says none; ESG covers rent arrears
  - Ongoing utility assistance: CoC says none; ESG covers some
  - Support services: CoC allows more; ESG restrictive
  - For more, see referenced publication



# MONITORING GUIDELINES FOR HUC CoC RR

Again: **start with the end in mind**

Use this monitoring tool to make sure you have everything in place *before* you are monitored!

- See Exhibit 29-5 in [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/hudclips/handbooks/cpd/6509.2](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/cpd/6509.2)





**"Mr. Osborne, may I be excused?  
My brain is full."**