

## **Program Requirements – Rapid Rehousing**

Rapid Rehousing Programs funded through this RFA will prioritize persons who are unsheltered, and under that umbrella focus on: 1) Families; 2) Veterans; and 3) Youth (ages 18-24).

Performance measures used for Rapid Rehousing programs funded through this RFA will be: 1) average length of time from a person's referral from Coordinated Entry to moving into housing (lower amount of time is better); 2) number of program exits to permanent housing (higher placement rate is better); 3) re-user rates of people who exit the rehousing program but return to homelessness (lower rates are better).

Rapid Rehousing programs funded under this RFA must:

### **1. Promote Dignity and Respect**

- a. Consistently implement practices to meet people where they are and provide person-centered care that focuses on personal strengths.
- b. Establish formal policies and value statements that convey clear expectations that persons will be treated with dignity and respect in every interaction. Monitor adherence to expectations. Provide people served with a grievance process.
- c. Have expectations of program participants clearly communicated and easily accessible for review.
- d. Practice cultural awareness and practice equity to effectively serve program participants across demographic differences.
- e. Set only minimal and reasonable requirements for housing placement, and enforce requirements in a fair and transparent way. Programs should limit eligibility criteria to those required by funders and/or facility structure (for example, funding for veterans or unit size suitable for families with children).

### **2. Adopt a Housing First Approach and Create Low-Barrier Access to Housing**

- a. Have minimal expectations or requirements of people seeking assistance. Programs must not terminate or deny services to households based on refusal to participate in supportive services. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services and social activities. Supportive services do not include housing stability planning or case management.
- b. Actively participate in the local Continuum of Care.

- c. Formally collaborate with outreach, Coordinated Entry and Shelter to help persons access the housing they need in the shortest timeframe possible.
- d. Use data routinely to detect trends, monitor housing success and other performance measures.
- e. Be staffed by employees who are suitably trained to effectively utilize HMIS, utilize motivational interviewing techniques, provide progressive engagement, as well as trauma informed, housing-focused services to a population with high barriers to housing stability. Staff should also provide great customer service and ensure the program offers services in a culturally aware and appropriate manner to each program participant.

### **3. Facilitate Housing Identification**

- a. Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- b. Check-in with households at least weekly during their housing search and have a formal policy regarding staff level of involvement, each week a household does not identify housing.
- c. Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.
- d. Actively assist households to find and secure appropriate rental housing.
- e. Educate landlords regarding the WA Dept of Commerce Landlord Mitigation program and other incentives available.

### **4. Provide Rent and Move-In Assistance**

- 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.

### **5. Provide Housing Stability Support 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.
- f. Provide or assist the household with connections to other community resources and people supports that help them improve their safety and well-being and achieve their long-term goals.
- g. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.