



# Seattle - King County Rapid Re-Housing Model Guidelines

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## I. Rapid Re-Housing Program Model in Seattle/King County

Rapid Re-Housing (RRH) is an intervention designed to help families and individuals quickly exit homelessness and return to permanent housing. RRH assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety). The program provides rental assistance and support that is tailored to the unique needs of each household.

### A. Purpose of this Document

This document is intended to serve as a guide to service providers and funders engaged in RRH in Seattle/King County. The document defines the local RRH model and promotes a unified understanding of the core elements and expectations of local RRH programs. This regional model was informed by:

- Local RRH provider Learning Circles;
- Local stakeholder meetings;
- Local pilot projects and evaluations;
- National best/promising practices as defined by the Department of Housing and Urban Development (HUD), the National Alliance to End Homelessness, and the United States Interagency Council on Homelessness; and
- Ongoing learning and evaluation.

As the local homeless response system continues to evolve and strengthen its ability to make homelessness rare, brief, and one-time, there is an increased need for system-wide alignment around common goals and outcomes, program models and activities, and performance standards. **RRH programs are expected to adhere to the RRH model outlined in this document.** Fidelity to this model will help ensure that all partners have a shared understanding and clients enrolled in RRH have similar experiences and opportunities to attain housing regardless of which service provider they work with. Fidelity to this model will also facilitate system-wide evaluation and comparisons across programs.

## II. Core Service Components of Rapid Re-Housing

Rapid Re-Housing is an intervention designed to help households quickly exit homelessness, obtain housing in the community, and not become homeless again in the near future. The three core components of an RRH program are described below<sup>1</sup>.

### A. HOUSING IDENTIFICATION

The goal of housing identification is to quickly locate affordable housing options for the household experiencing homelessness. Depending on the situation, rental assistance can

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<sup>1</sup> <https://endhomelessness.org/resource/core-components-of-rrh/>

contribute to a variety of housing options, including an independent apartment, roommates, or shared housing with family or friends.

Activities under this core component include:

**1. Housing Option Recruitment and Support**

- Recruitment of landlords, homeowners, or renters with units, rooms or housing options;
- Negotiation with landlords or homeowners to facilitate household access, including households with rental barriers;
- Attentiveness to landlords, homeowners or roommates in order to preserve and develop partnerships for current and future housing placements; and
- Administration of landlord incentives and help recuperate losses.

**2. Household Housing Search and Support**

- Assessment of tenant needs and barriers to housing placement;
- Setting family or individual expectations on location, size and/or rent;
- Providing support for innovative housing options including roommates, or shared housing<sup>2</sup> with family or friends;
- Conducting a targeted housing search with housing affordability plan;
- Supporting households with completing rental applications;
- Providing tenant counseling (including education on how to speak with landlords, understanding rental applications and leases, securing utilities, and understanding tenant obligations); and
- Supporting households with setting up utilities and making moving arrangements.

**3. Ensure Habitability**

When a family or individual identifies a housing option, housing advocates must conduct a housing inspection prior to move-in and financial assistance. Refer to funding requirements to determine whether a [Housing Quality Standards](#) or [Housing Habitability Standards](#) form should be used.

**Housing Connector**

King County Rapid Re-Housing programs are encouraged to partner with Housing Connector to gain access to affordable housing units for clients exiting homelessness. Housing Connector provides exclusive access to units with reduced screening criteria through a Zillow-hosted housing search platform that streamlines the identification of units matching client’s needs and preferences. Through this partnership, Housing Connector’s goal is to help non-profit partners house Rapid Re-housing clients faster and also assist in keeping them stably housed.

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<sup>2</sup> Shared Housing Toolkit: [https://www.va.gov/HOMELESS/ssvf/docs/Shared\\_Housing\\_Toolkit\\_FINAL.pdf](https://www.va.gov/HOMELESS/ssvf/docs/Shared_Housing_Toolkit_FINAL.pdf)

When partnering with Housing Connector, Rapid Re-Housing providers are asked to provide one year of housing stability support for any tenancy issues that arise within one year from the date of move-in; even after their RRH subsidy has ended. Upon learning of housing stability concerns, providers will attempt to mitigate the situation and support the resident, to assist in mitigating lease violations and preventing eviction. Potential services may include: conversation with program resident about their residency responsibilities, connections to community resources, and/or coordination with the Housing Connector team for additional support.

**Benefits of Housing Connector:**

- Streamlined access to units on the low-end of the market
- Reduced screening criteria
- Customer service
- Eviction prevention measures

**Enrollment Eligibility: Potential Program Residents must be...**

- Experiencing homelessness
- Receiving short- or long-term rental-subsidy support OR have the ability to fully pay rent and utilities in private market-rate housing
- Connected to a Community Partner that will provide 1-year of Housing Stability Support after move-in

**Reduced screening criteria is related to:**

- Income to Rent Ratio
- Rental History
  - Past Debt Owed
  - Evictions
  - Little/No Rental History
- Credit Score
- Criminal History (outside City of Seattle)

**B. FINANCIAL ASSISTANCE**

Financial assistance is the second core component of RRH, providing assistance (typically six months or less) to cover move-in costs, deposits, and the rental and/or utility assistance necessary to move out of homelessness and quickly stabilize in permanent housing. Rapid Re-Housing can be a suitable intervention for households with a wide variety of needs and experiences, The Progressive Engagement approach should be used to determine how much financial assistance is needed based on each household strengths and needs.

While rent related costs are the most common in RRH, financial assistance for other costs is permissible if it contributes to permanent housing and housing stability, and as allowed by fund source.

Allowable expenses vary by fund source. Uses of financial assistance may include, but are not limited to:

1. Move-in costs, including deposits and first month's rent;
2. Rental assistance;
3. Rental applications fees, and payments for background and credit checks;
4. Previous housing debt/rental arrears if resolving will facilitate an immediate housing placement;
5. Utility deposits and arrears needed to secure housing;
6. Moving costs;;
7. Flexible funding for payment of expenses that directly help a household to obtain or maintain permanent housing. (Check with your contract monitor for what is allowable).

. See [Attachment A: Funding Guidelines](#).

### 1. Rental Subsidy Calculation

Service providers shall apply the following calculation to determine the rental subsidy amount for each household. Any exceptions to this model are to be handled as described under Rental Assistance Hardship Requests or by checking with your contract monitor.

If move-in occurs on the 10<sup>th</sup> day of the month or after, the program pays the full prorated rent amount. The provider pays the full rent amount for the following month and then follows the rent calculation schedule as outlined below.

- **1<sup>st</sup> month:** Program pays up to 100% of move-in costs including first and last month's rent, and for households moving into new units, any utility and security deposits.
- **2<sup>nd</sup> month:** Household's share is 30% of their **net income**<sup>3</sup> (*take home, after taxes*)<sup>4</sup>. The program pays for the remaining portion.
- **3<sup>rd</sup> to 5<sup>th</sup> month:** Using progressive engagement the household increases their share of rent from 40% **net** household income to 60% **net** income, and the program pays the remaining rent.
- **6<sup>th</sup> month and after:** Household's share is 60% of their **net** household income towards rent and the program pays the remaining rent.

Using Progressive Engagement, once 60% of the **household's net income** is equal to the monthly rent plus utilities -- the subsidy should end. If the household needs more than 12 months of financial assistance, a hardship request must be submitted to your contract monitor.

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<sup>3</sup> "Net" is gross income less taxes and garnishments.

<sup>4</sup> "Rent" includes rent and the cost of utilities (if utilities are not included in the rent, a utility allowance schedule is used for calculating the rental subsidy).

**Note:** Households with **no income** are eligible for rapid re-housing. Households with no income would not pay any portion of their rent under these formulas. Service providers will need to request a rental assistance hardship prior to paying rent for a household who has no income after 6 months of subsidy. Service providers support households in increasing income via the case management process.

**Contact your contract monitor for the most updated rental subsidy calculation spreadsheet.**

## **2. Communication with Landlords**

To help landlords understand the program and to set expectations, providers should send a letter or document to the landlord outlining the details of the program.

Refer to [Attachment B: Landlord Expectations Letter Example](#).

Refer to [Attachment E: Agreement with Friends or Family](#).

## **3. Assessment and Re-Assessment of Housing Needs**

Each household's needs must be re-assessed regularly to establish continued eligibility for and amount of continued financial assistance. Re-assessment must be completed **at least every three months**.

If a household is not housed before the first re-assessment, the housing advocate and household will review the household's housing stability plan (see [Section II. C. Case Management](#)) and address any barriers to achieving the goals. If progress is not occurring, the housing advocate should initiate a conversation around expectations and limitations of the RRH program.

Once housed, the re-assessment must include at least the following components:

- Length of rental financial assistance period to date;
- Documentation of household income as a percentage of Area Median Income (AMI);
- Percent of income being paid toward rent ratio;
- Progress on housing stability and income goals;
- Any recent changes in circumstances that will impact income or ability to work; and
- Any gaps in resources or support networks inhibiting the household's ability to retain housing while paying 60% of income towards rent without financial assistance.

## **4. Rental Assistance Hardship Requests**

Occasionally, situations come up that put an extra, unexpected financial burden on a household. When that happens, programs can use the Rental Assistance Hardship Request Form to request additional financial support from the program to help the household remain stably housed.

Check with your contract monitor for possible written pre-authorization requirements, which vary by funder. Hardship Requests are intended to be an additional financial support from the program to help the household with extenuating circumstances remain stably housed.

A Rental Assistance Hardship Request form is required in the client file to document requests for additional financial support due to any of the following circumstances:

- Client has income, but cannot afford to pay their portion of rent;
- Client does not have income after 6 months of receiving 100% rental subsidy;
- Client cannot take over full rent after 12 months of rental subsidy;
- Client needs an additional month of partial subsidy after increasing income to 60% rent to income ratio;
- Financial assistance has ended but the household needs emergency rental assistance during the two-month follow-up period;
- Move outside of King County ( Not allowed by City of Seattle General Fund grants);
- Client needs to move to a new unit; (request for second payment of first/last & deposit);
- Payment of rent arrears, costs and/or fees incurred from client not paying their share of rent on time (depending on funding type)
- Refer to [Attachment F: Rental Assistance Hardship Request](#)

#### **5. Ending Financial Assistance**

Providers should cease providing financial assistance for any of the following reasons:

- The household is no longer in need of or interested in participating in Rapid Rehousing ;
- The total rent plus utilities is 60% or less of the household net income;
- There is no communication from the household in at least 60 days. It is expected that the provider is attempting to contact the household weekly at a minimum.
- After re-assessment and attempts to reset expectations of the program by reviewing the housing stability plan, the household is not making progress toward housing goals.<sup>5</sup>

### **C. CASE MANAGEMENT**

Housing-focused case management and services are the third core component of RRH. Individualized services are responsive to the needs of each household, while offering the minimum assistance needed to address each household’s immediate housing crisis.

#### **1. Progressive Engagement**

Progressive Engagement is a key component of case management in Rapid Re-Housing. Progressive engagement fundamentals include:

- Individualized services that are responsive to the needs of each household.
- Initial assessment and services address the immediate housing crisis with the minimal services needed.
- Frequent re-assessment determines the need for additional services.

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<sup>5</sup> For more information on ending assistance, see “Procedures Around No Contact”

- Supportive services are voluntary and build on the strengths and resources of each household; respecting their autonomy.
- Households must be exited to permanent housing as soon as possible.
- The ability to access assistance if a household faces homelessness again.<sup>6</sup>

## **2. Housing Focused Case Management**

Housing-focused case management focuses on immediate efforts to attain housing, using the minimum assistance needed to address each household’s immediate housing crisis. Staff works with each household to identify and refer households to other resources in the community (e.g., mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support housing stability. Services are voluntary, housing-focused and person-centered and are provided at the level needed by each household. Services can be increased through progressive engagement if more services are necessary to help households stabilize in housing

Housing advocates support crisis resolution through creative problem-solving conversations about a household’s situation, housing options and resources for support. These conversations:

- Are solution focused to quickly resolve a household’s homelessness;
- Are client-centered and respectful of client choice;
- Are strength-based, focusing on client strengths and resources;
- Help households think of creative housing solutions and to not only consider single occupancy market rate housing;
- Brainstorm what resources a household might have and identify who might be a useful support;
- Support the idea that households are resilient and resourceful;
- Consider safety from the lens of the client; and
- Follow best practices including Trauma Informed Care and Motivational Interviewing.

## **3. Goals of RRH Case Management**

The goals of RRH case management are to:

- Help households quickly obtain and move into permanent housing;
- Support households to stabilize in housing; and
- Connect them to community and mainstream services and supports.

### **a. Obtain and move into permanent housing**

RRH is focused on assisting a household to quickly obtain and move into a new housing unit. Housing Advocates help households resolve or mitigate tenant screening barriers like rental and utility arrears or multiple evictions; obtain necessary identification; support other move-in activities such as obtaining furniture; and prepare households for successful tenancy by reviewing lease provisions. If possible, housing advocates accompany the potential resident through the initial application stages to ensure proper introduction to the landlord and application completion.

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<sup>6</sup> [https://buildingchanges.org/images/documents/library/2015\\_WhatIsProgressiveEngagement.pdf](https://buildingchanges.org/images/documents/library/2015_WhatIsProgressiveEngagement.pdf)

## **b. Support stabilization in housing**

RRH case management should meet people where they are and help them to stabilize in housing, based on their needs. Housing advocates help identify and access supports including: family and friend networks; mainstream and community services (benefit services, food assistance programs, childcare resources etc.); and employment and income.

Housing advocates help identify and resolve issues or conflicts that may lead to tenancy problems, such as disputes with landlords or neighbors while also helping households develop and test skills they will use to retain housing once they are no longer in the program. Rental and financial management training is made available as needed.

Housing advocates work with households to develop plans to address any housing stability issues that may arise during their tenancy.

## **4. Housing Stability Plan Components**

Housing advocates are required to work with households to develop a housing stability plan. A housing stability plan is an individualized housing and service plan that is housing-focused and client-driven, with the goal of obtaining or maintaining housing stability. Housing stability plans are individualized based on housing needs as identified by each household, and are used to facilitate housing-focused case management. Services are voluntary and build on the strengths and resources of each household.

Housing Stability Plan components should include:

- Outline of goals pertaining to housing, including moving into housing and maintaining housing;
- Outline roles and expectation of household;
- Outline roles and expectation of housing advocate; and
- Timelines for each step.

Housing advocates are encouraged to review the Housing Stability Plan with each household on a regular basis to assess progress. This tool may be used for progressive engagement to determine if additional supports are needed to attain the housing goals.

See [Attachment C: Housing Stability Plan Example](#).

## **5. Close the Case**

Using Progressive Engagement, once 60% of the **household's net income** is equal to rent the subsidy should end. Case management can continue for up to 60 days after subsidy ends.

Clients exit the program on the date the household stopped receiving financial and case management services. The exit date should fall after the end of any month where rental assistance was paid for that month.

#### **6. No Contact Procedures**

Housing advocates must check-in with the household **at least once a month** while enrolled in the program. No matter which stage the household is in the program, it is always the **responsibility of the housing advocate to make contact with the household**. All possible methods of contacting the household must be explored. A final attempt to contact must be in writing, allowing five business days to respond.

If there is **no contact after 60 days** with weekly attempts to reach the household, **the housing advocate should exit the household from the program**. If the household calls after that period and is still experiencing homelessness, the housing advocate may help them reconnect with Coordinated Entry for All (CEA). If the housing advocate has not been able to meet with the household for more than 30 days, but has had contact with the household and they are still in need of services, the housing advocate should continue to work with the household on their housing goals. If a household still needs and wants services, but has missed scheduled appointments or communication is not regular, the housing advocate should initiate a discussion to reset the program expectations and revisit the household's goals by reviewing the housing stability plan.

The goal is to minimize or eliminate any exits for “non-compliance” or “lack of participation” especially if the homeless situation has not yet been resolved. The goal is to be clear about the scope of RRH and to determine in partnership with the family if it will meet the needs of the household, then continue to work with them until they are permanently housed or otherwise resolve the housing crisis.

#### **7. Coordinated Entry for All Mobility Request**

If a household is found to need longer-term housing support than RRH can offer, it may be appropriate to utilize the CEA Mobility Request process that can be found in the [CEA Operations Manual](#) or by contacting [CEA](#). **Before a mobility request is submitted to CEA, please inform your contract monitor.**

### III. Accessing Rapid Re-Housing Services in Seattle/King County

#### A. Accessing Rapid Re-Housing

Providers shall utilize Coordinated Entry for All (CEA) to fill all vacancies in the program. Providers shall work with CEA and follow the policies and procedures in the CEA Operations Manual, including, but not limited to, posting openings, processing received referrals and requesting External Fill approval. Providers are requested to post openings no more frequently than five per week, with the goal of connecting more prioritized households to RRH and minimizing External Fills. The latest information on participating with CEA can be found [here](https://www.kingcounty.gov/CEA): (<https://www.kingcounty.gov/CEA>). (Then click on “providers”).

Acknowledging the paramount need for domestic violence programs to offer confidential services to protect the safety of survivors of domestic violence, said programs shall be exempt from filling vacancies through CEA. However, domestic violence programs shall utilize the Domestic Violence Coordinated Housing Assessment and Placement (DVCHAP) process to fill their vacancies. This system runs parallel to Coordinated Entry for All (CEA) and can be accessed through DV providers.

#### B. Eligibility for Rapid Re-Housing Services

Before enrolling in the program, providers must assess housing status to determine eligibility. RRH programs require the household to be experiencing literal homelessness as defined by HUD, which includes the following situations:

- Living and sleeping outside;
- Sleeping in a place not meant for human habitation;
- Staying in a shelter; or
- Fleeing or attempting to flee domestic violence, has no other residence; and lacks the resources or supports to obtain other permanent housing.

**Note:** Families or individuals in transitional housing are **not** eligible for RRH.

Enrollment in RRH and case management should begin immediately after the intake and should include support in obtaining proof of homelessness documentation. Documentation of homelessness is required prior to receiving financial assistance. Third party documentation is preferred, but self-certification may be used in some cases, and for households fleeing domestic violence. For details regarding the best methods to document homelessness, contact your contract monitor.

## IV. HMIS and Data Collection Requirements

Rapid re-housing providers are required to enter data into the Homeless Management Information System (HMIS). Prompt and accurate data collection assists the homeless system to determine which services and programs clients are utilizing, evaluating the impact of RRH services, and make system improvements.

Providers must enter all HUD required data elements for each household enrolled in RRH. Programs that serve survivors of domestic violence will not enter their identifying information into HMIS. Please refer to the [HMIS Standard Operating Procedures for more details](#).

**The following are key pieces of information to record in HMIS for RRH programs:**

Data Element	Definition
Program Entry Date	This is the date the housing advocate and household first meet and complete an intake.
Date of Move-In	This is the date the household moves into housing* and begins receiving rent assistance. This date should fall after the Program Entry Date.** In Clarity, click the box “In Permanent Housing” on the entry screen to enter the Date of Move-In.***
Program Exit Date	This is the date the household stopped receiving financial and case management services. This date should fall after the end of any month where rental assistance was paid for that month. This date should fall after the Date of Move-In (or on the date of Move-In if the household is only receiving move-in assistance and no rental assistance).****
Exit Destination	This should reflect where the household is staying immediately after they finish participating in the program. So if the client is staying in the unit with no other subsidy, exit destination should be “Rental by client, no ongoing subsidy.”

\* If the household self-resolves their homeless situation or moves into housing without receiving assistance through RRH, do NOT enter a Date of Move-In. The Date of Move-In should only be used for clients who find and move into a unit and receive assistance (financial and/or case management) through the RRH program. (This does not affect the count of Exits to Permanent Housing; that is determined by the information in the Exit Destination field.)

\*\* For households with a second move-in date: Per HUD data standards you must exit households who lose their housing and become homeless and then enroll them into the program again to reflect the second move-in date.

\*\*\*Please note that there is a Date of Move-In field on both the entry and exit screens in Clarity. These are the same data point, so for continuity complete the Move-In Date field on the entry screen. (See screen shot below)

\*\*\*\* Refer to Section II.B.5. for instructions on when to end financial assistance.

The screenshot shows the 'Enrollment' tab in a software interface. The title is 'Enroll Program for client [redacted] Refused'. Below this are several form fields:

- Project Start Date: 07/29/2019
- Is the Client an Adult or Head of Household?: Yes (Automatically Generated Response)
- Is the Program Type a Permanent Housing Program Type?: Yes (Automatically Generated Response)
- A red box highlights the instruction: **COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT**
- Housing Move-In Date: 08/14/2019 (This field is circled in red)
- Select the city of the client's move-in location: Seattle
- PRIOR LIVING SITUATION**
- Type of Residence Immediately Prior to Program Enrollment: Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...
- Is household's living situation in a vehicle?: No

### A. Data Quality Assurance

It is the responsibility of the program staff to have accurate and complete data. To ensure compliance, refer to the [HMIS Standard Operating Procedures](#). Providers should direct any questions about entering data in HMIS to Bitfocus by submitting a help ticket here: <http://kingcounty.hmis.cc/>.

Providers are expected to regularly review program reports available in HMIS, and pay particular attention to:

- [KCWA-101] Seattle-KC Program Outcomes Report
- [HUDX-227] Annual Performance Report

## V. Performance Standards

The City of Seattle Office of Housing, City of Seattle Human Services Department, King County Department of Community and Health Services and United Way agreed to adopt the following performance standards in all future funding processes and contracts.<sup>7</sup>

### Program Targets:

Project Type	Core Outcomes			Entries from Homelessness
	Exit Rate to Permanent Housing	Length of Stay	Return Rate to Homelessness	
Rapid Re-Housing	85%	120 days*	3% (S & F) 5% (YYA)	95%

### Minimum Standards:

Project Type	Core Outcomes			Entries from Homelessness
	Exit Rate to Permanent Housing	Length of Stay	Return Rate to Homelessness	
Rapid Rehousing	80%	180	5% (S/F) 20% (YYA)	90%

See Section VII. Definition of Terms for definitions of Exits to Permanent Housing, Length of Stay and Return to Homelessness. See also the All Home RRH dashboards at <http://allhomekc.org/rapid-re-housing/#about>

\*The target outcome of 120 days length-of-stay **does not mean that RRH is a four month program**. Our community commitment is that Rapid Re-housing is an individualized service, meeting the unique needs of each household, thus the length of subsidy and stay will vary. . Housing stability plans and financial assistance needs are re-assessed every three months. Programs should not imply to households that RRH is a three month program.

<sup>7</sup> Funder Memorandum of Understanding [http://allhomekc.org/wp-content/uploads/2016/01/Signed-MOU\\_FINAL.pdf](http://allhomekc.org/wp-content/uploads/2016/01/Signed-MOU_FINAL.pdf)

## VI. Ongoing Training and Learning Opportunities

Monthly Learning Circles or Communities of Practice are offered to support ongoing learning and improvement. These spaces are an opportunity for RRH staff to come together to problem-solve, share best practices, learn from peers, and connect with funders or evaluators. Please contact your contract monitor for the next scheduled meeting.

Staff that provide direct services and supervise staff who provide direct services should receive training and demonstrate competency in, at a minimum:

- Trauma Informed Services
- Mental Health First Aid
- Harm Reduction
- Supporting victims of domestic violence
- Local coordinated entry policies and procedures
- Fair Housing

In addition, RRH staff are encouraged to attend the annual Washington State Conference on Ending Homelessness. <https://www.wliha.org/conference>

Local information:

- Coordinated Entry for All: <https://www.kingcounty.gov/CEA>. (Then click on “providers”)
- HMIS Operating procedures: <http://kingcounty.hmis.cc/client-forms/>
- All Home: <http://allhomekc.org/rapid-re-housing/>

Additional resources on how other communities are using RRH services can be found at:

- The National Alliance to End Homelessness: <https://endhomelessness.org/ending-homelessness/solutions/rapid-re-housing/>.
- RRH Toolkit: <https://endhomelessness.org/resource/rapid-re-housing-toolkit/>
- United States Interagency Council on Homelessness: <https://www.usich.gov/solutions/housing/rapid-re-housing/>
- Shared Housing Toolkit: [https://www.va.gov/HOMELESS/ssvf/docs/Shared\\_Housing\\_Toolkit\\_FINAL.pdf](https://www.va.gov/HOMELESS/ssvf/docs/Shared_Housing_Toolkit_FINAL.pdf)
- Bassuk Center: <https://bassukcenter.org/resources/>

### Training Opportunities:

All Home King County offers ongoing training and skill building opportunities for providers. Visit the [All Home King County website](http://allhomekc.org/training-and-technical-assistance/) for training opportunities: <http://allhomekc.org/training-and-technical-assistance/>.

### Questions?

If you have specific questions regarding allowable expenses or procedures under your contracts, contact your contract monitor.

## VII. Definition of Terms

**Case Management:** Housing-focused case management focuses on immediate efforts to attain housing, using the minimum assistance needed to address each household's immediate housing crisis. Staff works with each household to identify and refer households to other resources in the community (e.g., mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support ongoing housing stability. Services are voluntary, housing-focused, person-centered and are provided at the level needed by each household. Services can be increased through progressive engagement if more services are necessary to help households stabilize in housing.

**Entries from Homelessness:** Measures the degree to which programs are serving people who are literally homeless, including a place not meant for human habitation, or in an emergency shelter. The measure is calculated in HMIS based on responses to "immediate prior living situation."

**Exits to Permanent Housing:** Measures the percentage of households who exit the program into a form of permanent housing (including supportive housing, stable/long term rental housing, subsidized housing, or market rate housing). The exit destination reflects whether a household is permanently housed after leaving the RRH program. Households that self-resolve their homelessness will have no Date of Move-In in HMIS, and will still be considered an exit to permanent housing by this measure.

**Housing First:** Housing First is a homeless system practice that centers on connecting people experiencing homelessness to permanent housing as quickly as possible with few to no treatment preconditions, behavioral contingencies, or other barriers. Programs in a housing first homeless system do everything possible not to reject a household on the basis of poor credit or financial history, poor rental history, minor criminal convictions or contingent on sobriety, minimum income requirements, lack of a criminal record, completion of treatment, participation in services, or other unnecessary conditions. Programs empower homeless people to overcome barriers to obtaining permanent housing. Support services are voluntary, but can and should be used to persistently engage household to ensure housing stability. Homeless housing units in the system must reduce screening barriers and screen in homeless households, many of whom have barriers that traditionally make it more difficult for them to rent in the private market.

**Housing Location:** Activities related to engaging with and recruiting landlords, property management companies, and housing developers to increase access to permanent housing for homeless and other vulnerable individuals and families. This may include incentives and supports made available to participating landlords and property managers who agree to reduce screening criteria for households with barriers to permanent housing.

**Lengths of Stay:** Measured as the number of days from program enrollment to program exit. For RRH programs, this is defined as the time from initial intake to the end of all RRH services (financial subsidy and case management).

**Progressive Engagement:** Progressive Engagement is a service delivery approach and homeless system orientation that includes the following elements:

- Individualized services that are responsive to the needs of each household.
- Initial assessment and services address the immediate housing crisis with the minimal services needed.
- Frequent re-assessment determines the need for additional services.
- Supportive services are voluntary and build on the strengths and resources of each household, respecting their autonomy.
- Households must be exited to permanent housing as soon as possible.
- The ability to access assistance if a household faces homelessness again.

**Return to Homelessness:** Measures the percentage of households who have exited the program to a permanent housing situation and are subsequently served by another homeless intervention (i.e., emergency shelter, transitional housing, or rapid re-housing) in HMIS within six months.

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## Attachment A: Funding Guidelines

		City of Seattle	KC-CHG	ESG	HUD CoC*
<b>Eligibility for assistance</b>	<b>Income Eligibility</b>	No income eligibility upon entry into the program			
	<b>Homeless (HUD Definition)</b>	Literally homeless, fleeing domestic violence, not in transitional housing			
	<b>Identification Requirements (photo ID, etc.)</b>	Not required upon entry into the program			
	<b>Legal Status</b>	No status requirements			
		City of Seattle	KC-CHG	ESG	HUD CoC*
<b>Allowable Expenses</b>	<b>Monthly Rental assistance</b>	Up to 100%			
	<b>Security Deposits</b>	Up to 100%	Up to 2x monthly rent unless pre-approved		100% up to 2X monthly rent; can only pay for refundable deposits
	<b>Utility deposits &amp; payments</b>		Up to 100%		Up to 100% of deposit. Monthly utilities up to allowance
	<b>Moving cost assistance</b>		Up to 100%		Moving truck only
	<b>Screening fees (application fees, etc.)</b>		Up to 100%		
	<b>ID, birth certificates, etc.</b>	Up to 100%	Up to \$1500 flexible costs	Not allowable	Up to 100%

	<b>Utility arrears</b>	Up to 3 months	Up to 6 months		Not allowable
	<b>Rental arrears</b>	Up to \$5000	Up to 6 months		Not allowable
	<b>Flexible Costs**</b>		Up to \$1500 per household		
<b>Additional Requirements</b>		City of Seattle	KC-CHG	KC-ESG	HUD CoC*
	<b>Habitability Standard inspection</b>	Case Manager Checklist	HHS or Landlord certification	HQS Inspection	HQS Inspection
	<b>Lead Based Paint Inspection</b>	Visual assessment***			
	<b>Rent Reasonableness</b>	Up to 120% over	Not to exceed rent limit by zip code per CHG Guidelines		Rent reasonable subsidies FMR
	<b>Household moving into Subsidized Housing</b>	Can pay deposits and last month's rent, not first or ongoing rent.			
	<b>Lease Requirements</b>	Between tenant and landlord			Must be a 12 mo. lease

Please verify any specific requirements, limits, or exclusions with your contract monitor.

\*HUD CoC (Continuum of Care) – May change depending on the given year award restrictions.

\*\*King County CHG allows flexible funding, up to \$1,500 per household for goods or expenses that directly help a household to obtain or maintain permanent housing.

\*\*\* Visual assessment must be completed prior to providing rent assistance for all units constructed prior to 1978 in which a child under the age of six is or will be living in the unit. Visual assessments must be conducted by a HUD-Certified Visual Assessor, and must be documented on the HQS or HSS and maintained in the client file.

## Attachment B: Landlord Expectations Letter Example

{date}

Attention:

Building/Complex Name:

Address:

City, State, Zip:

Tenant Name: **{Client Name}** Unit Number:

Dear **{Landlord Name}**:

This letter is to inform you that **{Client Name}** is working with **{Agency Name}** Rapid Re-Housing program to help move into an apartment and stay housed. We will provide financial assistance (move-in costs, and limited rental assistance) and community connections for **{Client Name}** so that **{he/she/they}** can successfully meet the terms of **{his/her/their}** lease and continue pursuing **{his/her/their}** personal and financial goals.

**{Agency Name}** will pay 100% of move in costs associated with the lease for this unit. We will inspect the unit, and at the time the lease is signed, we will provide a check for all move-in costs on behalf of this tenant, to be calculated as follows:

Security Deposit:	\$ _____
Pro-Rated First Month's Rent:	\$ _____
Last Month Rent:	\$ _____
Additional Deposit:	\$ _____
<b>Total Move-In:</b>	<b>\$ _____</b>

Our program wants to ensure that **{Client Name}** can maintain their housing for the length of the lease or longer. To make this happen we will be working with **{him/her/them}** on building community connections, and paying rent. During this time, **{Agency Name}** will provide monthly rental assistance payable to the landlord on the date that rent is due. The amount of the rental assistance will decrease over time and is calculated based on the tenant's income, and their ability to pay rent.

Please contact me if you have any questions or concerns while you are receiving rental assistance checks from **{Agency Name}**. We want to fully support **{Client Name}** in their new housing, and you as well! In the rare occurrence where there is any notice to the household to vacate, or any complaint used to commence an eviction action against the household, please send us a copy.

Thank you for providing this housing opportunity. You have played an integral role in helping someone find a home, and are making this community a better place. We look forward to working with you!

Please stay in touch, and contact me if you have any questions or for assistance.

Sincerely,

**{Housing Advocate Name}, {Housing Advocate Title}**

**{Phone Number}/ {Email}**

## Attachment C: Housing Stability Plan Example

The Housing Stability Plan is a set plan, split into stages, that will work to help you find housing, identify who is doing what, and address those things we need to work on in order to be successful.

**Stage 1:** What could impact your ability to get a lease?

- Previous evictions: \_\_\_\_\_
- Unpaid rent or utilities: \_\_\_\_\_
- No rental history: \_\_\_\_\_
- Criminal history: \_\_\_\_\_
- Domestic Violence: \_\_\_\_\_
- Lack of identification: \_\_\_\_\_

**Stage 2:** Now that you have moved in, what support do you need to remain housed?

- Income: \_\_\_\_\_
- Health: \_\_\_\_\_
- Tenant-Landlord-Neighbor: \_\_\_\_\_
- Mental Health: \_\_\_\_\_
- Substance Use: \_\_\_\_\_
- Domestic Violence: \_\_\_\_\_
- Debt: \_\_\_\_\_
- CPS or Police Involvement: \_\_\_\_\_
- Other: \_\_\_\_\_

Month/Week   1   Goals and Responsibilities (completed each follow-up):

Action Item	Who is Responsible	Deadline
<i>e.g. Reach out to 5 landlords for leases in the area you want / find out who we contact about rent utility arrears</i>	<i>participant</i>	

Housing Advocate Signature: \_\_\_\_\_

Participant Signature: \_\_\_\_\_

## Attachment D: Re-Assessment

\* Complete this re-assessment every 90 days after intake. Once housed, complete re-assessment at least every 90 days while the household is receiving rental assistance

\*At each re-assessment include this document in household file, together with:

- Rapid Re Re-Housing Subsidy & Re-Assessment Calculation Form (Excel Workbook), after move-in
- Documentation of household income, after move-in

Head of Household Name: \_\_\_\_\_

Move-in Date: \_\_\_\_\_ Re-Assessment Date: \_\_\_\_\_

<b>Housing Stabilization Goals:</b>			
€ Achieved and complete	€ Making adequate progress	€ Not making adequate progress	
<b>Employment or Income Goals:</b>			
€ Achieved and complete	€ Making adequate progress	€ Not making adequate progress	€ Does not apply
<b>Other stability goals:</b>			
€ Achieved and complete	€ Making adequate progress	€ Not making adequate progress	€ Does not apply

**Has anything changed in your family or situation that impacts your income, ability to work, or ability to find stable housing/stabilize in housing?**

**(If not yet housed): Have you found any housing that you could move to that would be appropriate and affordable for you? Where have you been looking? Where do you need support?**

Summary of assessment:

**Do you have any other resources that you could use to help you gain housing or remain in your housing?** (This would include any assets that can be converted to cash, family or friends who can lend or give money, someone with whom the person could stay, etc.)?

Summary of assessment:

*Continued on page 2*

**Eligibility Re-determination (Staff Use Only)**

**Notes:**

**Financial Eligibility Re-determination:**

€ Eligible for and needing up to an additional 3 months of financial assistance

€ Continued case management services but no longer eligible for or needing financial assistance

€ No longer eligible for or needing financial assistance or case management services.

**If eligible for ongoing case management and/or financial assistance:**

Next re-assessment due on: \_\_ \_\_ / \_\_ \_\_ / \_\_ \_\_ \_\_ \_\_

**Staff Person Recertifying Eligibility:**

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

## Attachment E: Housing Agreement with Friend or Family

1. Client Information			
Name		Household Size	
Phone		Email	
2. Friend/Family Information			
Phone		Household Size	
Phone		Email	
3. Rental and Payment Information			
Address where applicant will live			
Street			
City		State/Zip Code	
<b>Type of Agreement</b> (check one)	Lease/sub lease <input type="checkbox"/>	Month-to-month <input type="checkbox"/>	
Address where rent payment should be sent			
Payable			
Street			
City		State/Zip Code	
4. Amount of Payment Required			
<b>Current or Anticipated</b>			
Rent	Total unit rent amount ( <i>"N/A" if friend is owner</i> )		
	Client \$ share of rent amount		
Utilities	Utility allowance for unit this size		
	Client \$ share of utility amount		

**Complete the following for utility payments (utility payments to be made directly to utility)**

Utility provider(s)	
---------------------	--

Account number(s)	
-------------------	--

**5. Client Certification**

I certify that the above information is true and accurate to the best of my knowledge.

<i>Client Signature</i>	<i>Date</i>
-------------------------	-------------

**6. Friend/Family Certification**

I certify that I will accept the above payment(s) to provide housing for the applicant. I am not in the business of rental real estate as defined in the [Landlord Tenant Act](#), (RCW 59.18) however I do provide safe and habitable housing.

<i>Friend/Family Signature</i>	<i>Date</i>
--------------------------------	-------------

**7. Service Provider Review**

I have reviewed this agreement and terms as described below:

<i>Staff Person Signature</i>	<i>Print Name</i>
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**Attachment F: Rental Assistance Hardship Request**  
**Seattle/King County Rapid Re-Housing**  
**Rental Assistance Hardship Request**

Occasionally, situations come up that put an extra, unexpected financial burden on a household. When that happens, participants and housing advocates can use this form to request additional financial support from the program to help the household remain stably housed. Participants and housing advocates continue to work together to create solutions that support households to increase income, address or eliminate housing barriers, and become financially self-sufficient.

**Participant Name:** \_\_\_\_\_

**Housing advocate Name:** \_\_\_\_\_

**We (participant and housing advocate) are requesting additional financial support due to the following circumstances:** (Please briefly explain the circumstances which led to the request for additional financial support)

**Please briefly describe what steps are being taken to increase participants' housing stability (ex: move to more affordable unit, get roommates, live with family/friends, increase income, other):**

**Rental Assistance Request Information:**

Date of Request: \_\_\_\_\_

Rent Request Month(s)/Year: \_\_\_\_\_

Current Income: \_\_\_\_\_

Current Rent Amount: \_\_\_\_\_

Move-in Date: \_\_\_\_\_ Number of months of previously subsidized rent: \_\_\_\_\_

Subsidy amount per schedule (full rent minus 60% of client income) \$ \_\_\_\_\_

Subsidy amount requested with this exception: \$ \_\_\_\_\_

Has a hardship been previously requested for this participant? If yes, please explain:

\_\_\_\_\_

**By signing this request, the participant and housing advocate certify that they are working together to increase participant's housing stability. Submitting this request does not guarantee approval.**

\_\_\_\_\_  
Participant Name (Printed)    Date

\_\_\_\_\_  
Additional Participant Name (Printed)    Date

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Additional Participant Signature

\_\_\_\_\_  
Housing advocate Name (Printed)

\_\_\_\_\_  
Housing advocate Signature

**To be completed by supervisor within 48 hours of request:**

Is there a strong plan in place to increase housing stability?     Yes     No

Is there a strong plan in place to increase income?     Yes     No

Rent to income ratio: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Print Name & Title:

Approved     Denied (please explain):

Funder pre-authorization required?     Yes     No

(If yes, attach copy of email confirming funder pre-authorization.)

**Place this form in the participant's file.**