How do you define “Rapid Rehousing”?
Rapid Re-Housing (as defined by NAEH)

Rapid re-housing is an intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing.

Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household.
The Core Components of RRH

1. Housing Identification

2. Rent and Move-In Assistance (Financial)

3. Rapid Re-housing Case Management and Services

While a rapid re-housing program must have all three core components available, it is not required that a single entity provide all three services nor that a household utilize them all.
In 2009, NVFS merged with another organization which had a 60-bed shelter.

At that time, stays at the shelter ranged from 60 days up to 6 months.

Families would be discharged because they had “exhausted their stay.”

Upon leaving, it was unclear where they were going.

Clients left without any financial assistance or case management.

Many returned for services.
In 2012, our shelter program went from 60 beds to 92 beds, providing more space for larger families.

In 2012 NVFS strengthened its rapid rehousing program for the shelter.

What did that mean for our program?

- Looked at our staffing structure
- Shifted the focus of work from, “Stay here and let us fix all your problems,” to, “Let’s get you housed, link you to community resources to help overcome barriers and provide community case management”
- Retooled all the forms
Northern Virginia Family Service

RAPID REHOUSING CONTRACT

This is a Rapid Rehousing Contract between ___________________________ and Northern Virginia Family Service. SERVE Emergency Shelter, a program of Northern Virginia Family Service (SVFS), is dedicated to providing safe, short-term, less sheltered shelter for families and single adults.

The primary goal for all Clients of SERVE is to take specific action steps that will achieve housing as quickly as possible. This will be done through meeting goals developed with your Case Manager and outlined in your Housing Stabilization Plan. While this policy does not guarantee that every Client will have a permanent housing option, every Client has the opportunity to have a productive shelter stay. You are strongly encouraged to utilize all outside resources in order to accomplish this goal. Should any resources offered to you be turned down, that would be taken into account and possibly affect your stay at SERVE.

While the SERVE Rapid Rehousing program can provide you with the opportunity to accomplish your goals, this is a short-term, transitional service. Staff at SERVE are here to support and encourage you along the way, and ultimately it is your attendance and self-commitment that will determine what outcomes and successes are achieved.

The following list includes expectations for clients to work towards while residing at SERVE, including but not limited to:
- Search for housing options that are affordable, serve, own family, and shared housing.
- Meet with your assigned Case Manager as scheduled.
- Earn and verify income (pay stubs, bank statements, and account statements).
- Search for and obtain employment (complete and submit job applications, resumes and cover letters, etc).
- Apply for public benefits, community services, and additional support services.
- Attend Life Skills classes or other vocational programs as assigned.
- Follow all SERVE rules and policies and constructively contribute a positive shelter community.

Your case will be reviewed by the SERVE Shelter Team and your length of stay will be determined according to your actions and progress.

In signing this document I acknowledge that this Rapid Rehousing Contract was voluntarily entered into with me. I understand that neither obtaining nor housing is guaranteed. I have read and understood all sections of this document.

I agree to abide by the terms and understand that any violations made on my part subjects me to termination of residency from the SERVE shelter program.

Client Signature: ____________________________ Date: __________
Staff Signature: ____________________________ Date: __________
Forms:
Homeless Certification Form
Forms:
Housing Stabilization Plan
Break time: 10min

KEEP CALM AND TAKE A BREAK
Discussion

KEEP CALM
AND
ITS TIME FOR
QUESTIONS
Retooling the System
The Structure

- A centralized intake office: One Point of Entry for All Clients
- Housing barrier assessment
- Housing Locator Services
- Shelter Case Management and Community Case Management
- Evaluation of the Process: Setting Outcome targets and HMIS
Moved away from punitive shelter system to a system focused on goals, needs and how quickly one can be housed.

- Clarified Roles: who is doing what and when (for workers and clients)
- Utilized rapid exit approach to services
- Determined discharge date at entry
- Utilized progressive engagement
- Assessed housing barriers and strengths
- Planned goals through Housing Stabilization Assessment
- Conducted regular team meetings and staff supervision on a weekly basis
- Learned from each other
- Celebrated the successes
Case study: FJ

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cognitive impairments made full-time employment problematic</td>
<td>Found part-time job</td>
</tr>
<tr>
<td>Low household income</td>
<td>SERVE was able to get FJ’s mother into shelter, increasing household income. FJ received: full security deposit, rental assistance, Soc. Sec. check</td>
</tr>
<tr>
<td>High utility bills</td>
<td>SERVE used RRH funds, private donations and assistance from local church groups to cover expense until FJ found job</td>
</tr>
</tbody>
</table>
Resistance: group activity and discussion

- Break into Groups of 3- Pick one scenario
- Roles:
  - Housing Counselor
  - Supervisor
  - Observer

- Scenario:
  - You have a family who presents in shelter; Father, Mother, and child. No income, no benefits. How do you approach this situation from a Rapid Rehousing Framework?
  - A single male with addiction history, no income or benefits. How do you approach this situation from a Rapid Rehousing Framework?
Break Time: 10min

KEEP CALM AND TAKE A BREAK
Thoughts, Feelings, Process

- **Nesting**
  - Clients
  - Workers

- **Resistance**
  - Strategies to overcome resistance
    - Teamwork
    - Challenges
    - Celebrating Success
    - Change talk
    - Motivational Interviewing
What was needed to make RRH work?

- Adapted forms to RRH forms
- Set discharge date at entry
- Case managers became housing focused
- Implemented housing location services
- Identified affordable housing
- Created shared housing solutions
- Provided ongoing support
- through community case management
When adopting the rapid rehousing model, we recognized one staff person was needed to work housing (Housing Locator):

- Explored affordable rental options
- Engaged landlords (recruitment)
- Developed a network for the landlords and community partners to refer potential landlords to us
- Addressed high barriers that clients might have with potential landlords
- Ensured that landlord and (potential) renter understand terms of lease and, if issues arise, where both can get support.
- Provided clients with tools to be a good renter
- Safeguarded that all units were at a level of livable standards and complied with Fair Housing
A young, single woman, Olivia, moved from Pennsylvania and after a failed relationship, ended up living in the woods. Olivia came to the shelter and worked with her case manager to determine what kind of jobs she could get with her CNA. Olivia posted her resume on the website for the Prince William Area Agency on Aging. However, in order to be hired, she would need to get a background check. This check cost about $12, which Olivia was unable to afford. Therefore, SERVE partnered with a local faith-based organization which assisted Olivia in getting her background check completed. Soon after that, Olivia was hired as a live-in nurse.
A new client, Grace, came to the shelter after an eviction, due to low wages and high rent. Grace was working at the local branch of a national bank, but was only working 30 hrs. a week, not enough to rent a Fair Market Rate one-bedroom apartment costing an average of $1200 a month. Staff assessed Grace's employment history to determine if there was another bank location someplace in the country with cheaper rents. Since many national banks are headquartered in North Carolina, Grace began to focus her search there. It turns out Grace had an uncle living in North Carolina, and she was able to move in with him and get a job at another bank branch in the area.
Provide client with tools to be a good renter

<table>
<thead>
<tr>
<th>How is my money?</th>
<th>Yes or No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do I have any money saved?</td>
<td>Yes or No</td>
</tr>
<tr>
<td>If yes, how much?</td>
<td></td>
</tr>
<tr>
<td>How much money do I need to save in order to rent?</td>
<td></td>
</tr>
<tr>
<td>How can I save money?</td>
<td></td>
</tr>
</tbody>
</table>

8/26/2015
Assessment of skills and needs to guide client in his/her job search

**How is my employment?**

- Am I working full-time?  
- Am I working part-time?  
- What wage am I earning?  
- What marketable skills do I have?  
- How can I find additional employment?  

- Yes or No  
- Yes or No  
- Hourly__________  
- Annual__________  
- ___________________
  ___________________
  ___________________
  ___________________
Creative Housing Outreach

Who we are
Northern Virginia Family Service (NVFS) is a private, nonprofit community service organization dedicated to helping individuals and families find new paths to self-sufficiency and brighter futures.

What we do
Nearly 33,000 individuals and families turn to us each year. We are a leader in providing case management, safe housing, counseling, medical and dental access, child care and development, affordable loans, foster and adoptive care and job training.

Our mission
To empower individuals and families to improve their quality of life and to promote community cooperation and support in responding to family needs.

Why we do it
We are here for those who have little or no hope.

Our values
We believe that families are at the heart of our society and need to be strengthened and preserved. Services should be affordable, accessible and of high quality. All people should have access to adequate housing, health care, food and clothing. Communities should be environments for families.

In November of 2009, SERVE merged with NVFS in an agreement designed to further fortify the program's reach within the community.

SERVE, a program of
Northern Virginia Family Service

Shared Housing

Is Shared Housing right for you?
Is your mortgage or rent too expensive?
Are your household expenses too high?
Do you need help with housework and personal care?
Do you have an extra room?
Consider our shared housing program as a possible solution.

Kimberly Davidson
Housing Locator
10056 Dean Drive
Manassas, VA 20110
Phone: (571) 748-2627
www.nvfs.org

Please contact your local zoning department for information on city or county regulations.
### Shared Housing Program

**Homeowners, finding a tenant can be difficult ... Consider partnering with NVFS in our Shared Housing Program**

NVFS assists homeowners who are looking for renters and community members in need of affordable housing.

- Sharing your home with a renter means extra money in your pocket every month for mortgage payments, utility costs, and other household expenses.
- Shared housing can provide a sense of security for someone living alone.
- By making use of the extra space in your home, you can increase your income and help someone in our community who needs a place to live.

SERVE’s Housing Locator seeks, establishes and maintains relationships with homeowners, landlords and other housing providers. Provides assistance with:

- Tenant screening.
- Lease / Shared Room Rental Agreement preparation.
- Life Skills training on “Basics of Renting”; “How to Be a Great Roommate”; “Landlord/Tenant Act”.
- Post-placement support.

Call Kimberly Davidson, Housing Locator, at 571-748-2627 for more information on how you can participate in NVFS Shared Housing Program.

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“As rental properties continue to escalate, the need for affordable housing continues to grow.”

SERVE, a program of Northern Virginia Family Service, is reaching out to Homeowners of the community for shared housing opportunities. The concept of shared housing has been around for decades and offers an affordable housing solution to an unaffordable rental market.
RRH Fundraiser

“Home For The Holidays”

Did you know that every night over 40% of the 92 SERVE Family Shelter beds are filled with children— that is about 37 children!

The PWG SERVE shelter has joined a state-wide initiative to end family homelessness and has committed to rapidly re-house 50 families in 100 days during this holiday season.

Rapid re-housing is a strategy that has been successfully used by many communities to reduce homelessness. Today, most households become homeless as a result of a financial crisis preventing them from paying rent, or a domestic conflict that results in one member being ejected or leaving with no resources or a plan for housing. Most households who become homeless have already lived in independent permanent housing, and they can generally return to and remain stably housed with limited assistance. Homelessness itself is associated with a host of negative outcomes that can be minimized by limiting the period of time people experience it. By helping homeless households return to permanent housing as soon as possible, communities have been able to reduce the length of time people remain in homeless shelters. This saves bed- days for others who need them, and reduces the public and personal cost of homelessness.

The greater Prince William area community of donors has always been extremely generous to SERVE shelter residents all year, but in particular during the holidays. This year we ask you to partner with us in this challenge— toys and clothes are quickly outgrown, but a home can provide a lifetime of safety and security.

Instead of a contribution of gifts or a party consider the following and help us get every family home for the holidays:

* A financial contribution to our re-housing fund, used for first month rent and security deposits
* Welcome Home baskets - with the basic necessities such as sheets, towels, shower curtains, houseware
* A connection to a local property manager or landlord with an affordable unit to rent

If you would like more information about our rapid re-housing program, family homelessness in our community and how to help, please contact Andrea Zych, Director of Housing at 571.748.2601 azych@nvfs.org

8/26/2015
Celebrate Success

Landlord breakfast hosted by Community Case Manager and Housing Locator
Rapid Rehousing Success

![Bar chart showing percent housed from 2012 to 2015.]

- 2012: 30%
- 2013: 40%
- 2014: 60%
- 2015: 60%

Percent Housed

8/26/2015
Families are moving back into the community and reestablishing ties.

From 245 days Shelter Stay

To an average 45 day stay in shelter
Impact on the community?

- **Broadening** our services on the SERVE campus—homeless and prevention programs for singles, families, and children
- **Expanding** our partnerships with other non-profits, government agencies, and faith organizations. *We cannot do this alone.*
- **Exploring** new funding streams and working with current funders on the needs of the community.
- **Converting** the NVFS transitional housing to affordable
- **Prevention is key...**

Expand
Explore
Evolve
During FY15, the Housing Services Team accomplished several critical goals:

- NVFS housing case managers obtained their Housing Counseling Certification through the National Association of Housing Counselors.

- With this accomplishment, NVFS renamed the position of case manager “Housing Counselor,” which incorporates our mission of Rapid Rehousing and Housing First for all clients.

- Additionally, NVFS recently received Rapid Re-Housing Certification from the National Alliance to End Homelessness. This certification demonstrates that NVFS met or exceeded benchmarks set to meet HEARTH objectives.
  - NVFS SERVE is one of two shelters in the state of Virginia to earn this certification, and the only shelter in Northern Virginia to do so.

- In FY15, NVFS was awarded another contract [Gwen & Kim to provide details]
Thank you!

Northern Virginia Family Service

- Gwen McQueeney, Deputy Director
  Direct: 571-748-2604
  gmcqueeney@nvfs.org

- Kimberly Davidson, Housing Locator
  Direct: 571-748-2627
  kdavidson@nvfs.org