

Table topic	Responses and themes
Screening & Housing First	<p>Programs may be housing first, but private landlords are not</p> <p>Criminal background remains to be a main inhibitor</p> <p>There are different requirements to receive deposits and rental assistance between programs</p> <p>Many direct service providers don't know what FHC is using as a secondary assessment (screening criteria)</p> <p>Providers don't know how to respond in a consistent way when a family refuses RRH services or how to let them know what to expect</p> <p>We have to remember this is not always a "rehousing" program, but can often be a "first-time housing" program, especially for young families</p> <p>FOY shared that they have a tight window for income requirements (\$1000-\$1500); they all the family to conduct a housing search for 30 days before the family is returned to FHC; they do not enroll the family until the family moves into the unit</p> <p>NH shared that they used to have employability requirements that they recently went away with, which has made moving families quickly through RRH more difficult</p> <p>ReWA shared that they don't take all families from FHC in order to target immigrant/refugee families; no income requirement</p> <p>Recommendations/questions:</p> <ul style="list-style-type: none"> • How do we find the balance of "goal setting" versus "service requirements", especially when providing financial assistance • Recommendation to move towards one screening assessment; remove all income or service requirements; map out plan to support providers and keep them accountable to housing first practices
Documentation	<p>The YWCA Adult Exit Form is great and could easily be replicated as a child exit form, too</p> <p>FOY Application Next Steps document is awesome</p> <p>CCS has a great rental subsidy calculation and agreement forms for clients to sign</p> <p>It would be helpful to have common documentation on how to conduct an inspection</p> <p>Recommendations/questions:</p> <ul style="list-style-type: none"> • Is there a way to photocopy or more widely share documentation? • Have providers for a sub-work group to explicitly comb through documentation to align messaging of RRH for both families and landlords • Provide an evaluation of services at exit (FOY does this)
Intake/messaging RRH to families	<p>Some agencies explain the program to be a 6 month program (CCS); others only 3 months (SG, NH)</p> <p>Most providers meet in the field where families are most accessible</p>

Try to keep assessment brief as possible

Many clients want to know exactly how long they have in the program/subsidy to start their long term planning

Some agencies provide a packet for each phase of the program

“RRH is a programming that focuses on housing you as soon as possible”; “we support housing search, but it’s led by you”; “able to help navigate housing system and talk to landlords”; “subsidy is based on income”

We have to take clients regardless if they are a good fit for RRH

Recommendations/questions:

- What to do if a family doesn’t show up for an appointment or doesn’t seem engaged? Do you still go to them, especially if they are far away?
- Can CEA provide more choice to families on program type?

Housing stability plans

N/A – providers did not chose to participate on this topic

Housing search and landlord recruitment

Landlords are confused – we need consistent messaging for what “rapid rehousing” means to build community knowledge across King County

Landlord messaging must be tailored to the specific needs of the landlord and what kind of assurance they need

Offer additional deposits

Stress the supportive services that will wrap around the family (ie, employment, flexible funding)

Guarantee 6 months’ rent

Refer clients early to Landlord Liaison project

Communicate client excitement

Require clients to help in the housing location search; give list of where to look

Recommendations/questions:

- Look for 6 month leases to get families in the door (works like a trial period for family and landlord)
- Need to get a landscape of not only RRH programs, but other subsidy/rental assistance programs, this way we know what landlords might be facing and what the potential differences may be
- Having common landlord letters and/or agreements would be helpful
- Offer possible mitigation funds (like LLP, SHA)

Collaboration with shelter and other supportive services

N/A – providers did not have much feedback on this topic

Services/messaging for families once housed

Some programs have recertification forms at 3 & 6 months

Journey Home offers one time assistance after exit at 6 months if necessary

CCS provides monthly check-in and reassessment of monthly goals; provides packets with information on what to work on each month

NH provides monthly meeting, monthly rent calculation form and specific plans around different services areas (ie, employment)

SG provide services tailored to the family need with monthly check ins; if the family stays engaged on working towards specific goals, SG continues to provide services; will exit family if their AMI is above 50% or rent to income ratio is 60%; rent model for single mom with new born may look different than a mom with older children

Some programs use specific rent to income ratios to determine exit, others do not

Recommendations/questions:

- How can we support successful outcomes for families with fixed incomes that will not be able to support their new home?
- How much time should we dedicate to the “hard” clients?
- What’s the right amount of time to spend with a family once housed?
- Can we determine a common recertification process across programs – this will help us know when to exit families!
- Recommend to create a work group to develop standard practices
- What are valid reasons a family might not be engaged or keep to their goals? (ie, mental health)
- A suggestion is to have specialized case managers who work with the most difficult to serve clients (smaller caseload, but more attention)

Client financial assistance

Paying debts provides long term stability – can we increase the limits allowed for arrears and lower rental subsidy? For example, 6 months of arrears and 18 months rental subsidy (instead of 24 months of rental subsidy).

Housing advocates/case managers negotiate rental arrear payments and request funder exceptions when debt exceeds contractual limits; contractual or internal limits can help with negotiation of debt

Only pay arrears when it makes a clear difference

Client assistance is provided as needed, tailored to each household

Pay move in and first 3 months only

Client has to be “engaged” in programming to receive financial assistance

CCS only uses motels in extreme circumstances

SG has success putting families in motels and then finding housing, however overall costs per family reflect this

The ability to cut a check quickly dramatically varies by agency (1 – 10 days)

Recommendations/questions:

- What’s the solution when debts are larger than what we can pay?
 - It’s helpful to outline specific subsidy expectations – Others think to not mention length of time at all
 - How long can we provide 100% rent? What’s our response when we discover families won’t be able to take over rent, but they aren’t eligible for PSH either?
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