

## **RRH Work Group: Housing Search**

**Wednesday, March 16, 2016**

### **Catholic Community Services**

**Goal:** Make recommendations or highlight sticking points regarding a family's experience in RRH while in housing search. This work will cumulate into a guideline manual for all family RRH programs for increased fidelity across RRH programs.

**Directions:** Please elect one person to take notes and work through the questions below. These questions are intended to open conversation and drive towards recommendations; do not feel limited to only responding to the questions outlined below.

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#### **Housing search & landlord recruitment**

- How do you help families understand RRH when completing a housing search? Do you give them a letter? Can you make a recommendation to standardize this?
- How do you message RRH to landlords? Is there common language you would recommend to use?
- What do you tell families your role in housing search is? What is the family's role in housing search? Does this align across programs?
- How do you advocate to landlords when families have evictions, criminal history or poor credit?
- Do you have the landlord sign a RRH agreement? If so, what information does that include? Can you make recommendations on a standard template?
- Do you have any requirements of the family before supporting their move into housing? Are they housing first principles?

#### **Housing stability plans**

- How do you help families identify goals and steps to accomplish those goals?
- What elements of your housing stability plans are especially important or helpful in your ability to help families obtain and maintain permanent housing?
- When a family doesn't appear to engage or isn't able to make progress on goals, how do you respond?
- How do you collaborate with other service providers in accomplishing goals outlined in the housing stability plan? Or do you?

- Do you have expectations around communication? (ie, minimum number of check-ins per month, check- in prior to monthly rent assistance)

### **Client financial assistance**

- What are the options for financial assistance for families?
- What kind of financial support do you offer to landlords?
- Does your program pay for arrears or past debt? Who negotiates debt with collection agencies? How do you decide which debt to pay for and is there a limit to how much?
- Does your program pay for motel? When do you decide to use financial assistance in this way?
- How do you approach financial assistance when a family doesn't appear to be making "progress" from month to month?