



City of Seattle



King County

# Seattle - King County Rapid Re-Housing Model Guidelines

# Table of Contents

I. Rapid Re-Housing Program Model in Seattle/King County	3
A. Purpose of this Document	3
B. Role of Rapid Re-Housing within the Homeless Services System	3
II. Core Service Components of Rapid Re-Housing	5
A. HOUSING IDENTIFICATION	5
B. FINANCIAL ASSISTANCE	5
1. Rental Financial Assistance Calculation	6
2. Communication with Landlords	6
3. Assessment and Re-Assessment of Housing Needs	7
4. Rental Assistance over 12 Months	7
5. Ending Financial Assistance	8
C. CASE MANAGEMENT	8
1. Housing Stability Plan Components	10
2. No Contact Procedures	11
3. Coordinated Entry for All Mobility Request	11
III. Accessing Rapid Re-Housing Services in Seattle/King County	12
A. Accessing Rapid Re-Housing	12
B. Eligibility for Rapid Re-Housing Services	12
IV. HMIS and Data Collection Requirements	13
A. Data Quality Assurance	14
V. Performance Standards	15
VI. Ongoing Training and Learning Opportunities	16
Questions?	16
VII. Definition of Terms	17
Attachment A: Funding Guidelines	<b>19Error! Bookmark not defined.</b>
Attachment B: Landlord Expectations Letter Example	21
Attachment C: Housing Stability Plan Example	22
Attachment D: Re-Assessment	23
Attachment E: Agreement with Friend or Family	25

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

Rapid Re-Housing (RRH) is a time-limited intervention intended to house families or individuals experiencing homelessness as quickly as possible. The service model includes three core components: **1) housing location, 2) case management<sup>1</sup>** and **3) financial assistance**. RRH is a housing first<sup>2</sup>, no-barrier intervention with no preconditions to enrollment other than homeless status. The level of case management and financial assistance is based on a progressive engagement model<sup>3</sup> where the minimum amount of services is provided before increasing support to meet the household's needs.

### 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.

### B. Role of Rapid Re-Housing within the Homeless Services System

Rapid re-housing has an important role in the homeless services system including:

- Reducing the amount of time a household experiences homelessness by focusing on quickly resolving the experience of homelessness;
- Increasing access to permanent housing; and

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<sup>1</sup> See *Definition of Terms* for details.

<sup>2</sup> See *Definition of Terms* for details.

<sup>3</sup> See *Definition of Terms* for details.

- Alleviating the pressure on more supportive homeless services for those who would otherwise be unable to maintain permanent housing.

## 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.

### A. HOUSING IDENTIFICATION

The goal of housing identification is to quickly locate affordable housing options for the household experiencing homelessness. Activities under this core component are twofold:

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 or homeowner 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;
  - 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.

#### Ensure Habitability

When a family or individual identifies a housing option, case managers 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.

### B. FINANCIAL ASSISTANCE

Financial assistance is the second core component of RRH. Financial assistance in RRH provides short- to medium-term financial support to households to quickly obtain stable housing. Rapid Re-Housing can be a suitable intervention for households with a wide variety of needs and experiences, hence the length of financial assistance will vary based on each participant's needs. The level of financial assistance should be determined between the household and provider. 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**. The Progressive Engagement approach should be used to

determine how much financial assistance is needed based on household strengths and needs. Please see the Progressive Engagement Model under section “C. Case Management”.

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. When financial assistance is necessary to obtain safe housing, rapid re-housing funds can be used in a variety of ways provided they directly result in a housing solution.

Depending on fund source, uses of financial assistance may include, but are not limited to:

1. Rental applications fees, and payments for background and credit checks;
2. Move-in costs, including deposit and first month’s rent, moving supplies, the cost of a moving truck and storage;
3. Previous housing debt/rental arrears if resolving will facilitate an immediate housing placement;
4. Rental assistance;
5. Fees for securing identification documents, birth certificates and social security cards;
6. Transportation, including bus tickets for both local transport and to facilitate relocation to verifiable, safe housing out-of-the-area;
7. Utility deposits and arrears needed to secure housing; and
8. Certifications or license fees related to school or employment.

Households have unique needs and each situation will require different strategies. A progressive engagement framework should be used to determine the amount of resources needed to end the housing crisis of each impacted household. See [Attachment A: Funding Guidelines](#).

#### 1. Rental Financial Assistance Calculation

Service providers shall apply the following rental assistance calculation to determine the rent 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 the funder.

- **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 pays 30% of their **net**<sup>4</sup> (*take home, after taxes*) household income towards rent<sup>5</sup>. The program pays for the remaining portion.
- **3<sup>rd</sup> month and after:** Household pays 60% of their **net** household income towards rent and the program pays the remaining rent.

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<sup>4</sup> “Net” is gross income less taxes and garnishments.

<sup>5</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).

Once 60% of the **household's net income** is equal to rent the subsidy should end. If the household needs more than 12 months of financial assistance, a hardship request must be submitted to your funder.

**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 get approval from their funder 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 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 case manager 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 case manager 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 in advance for these Hardship Requests, and possible written pre-authorization requirements. Hardship Requests are intended to be an additional, one-time financial support from the program to help the household with extenuating circumstances remain stably housed. RRH for Youth and Young Adults

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 extenuating circumstances:

- Client has income, but cannot afford to pay toward their portion of subsidized 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 (Does not apply to 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)

#### 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 receiving services;
- The total rent plus utilities is 60% or less of the household net income;
- There is no (zero) communication in at least 30 days from the household after multiple provider attempts to contact; or
- 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>6</sup>

### C. CASE MANAGEMENT

Housing-focused case management and services are the third core component of RRH. Utilizing the minimum assistance needed to address each household's immediate housing crisis, the goals of RRH case management are to:

- Help households quickly obtain and move into permanent housing;
- Support households to stabilize in housing; and

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<sup>6</sup> For more information on ending assistance, see "Procedures Around No Contact"

- Connect them to community and mainstream services and supports.<sup>7</sup>

Before services begin, case managers will explain the scope of RRH, including the role of case management in order to set expectations. Services are generally light-touch, housing-focused and person-centered; but can be increased through progressive engagement if more services are necessary to help households stabilize in housing

Case managers 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.

Progressive Engagement:

Progressive Engagement is a key component of case management in Rapid Re-Housing. In Progressive Engagement, "services start with the least intensive service and amount of subsidy - i.e. a "light touch"- and progress to greater service intensity when necessary. The need for additional support is determined by an assessment of the individual or family's experience, self-reporting, and the impact of the initial intervention. Client choice, to the extent feasible, drives the housing options and services offered. Participation in services is voluntary."<sup>8</sup> Progressive engagement fundamentals include:

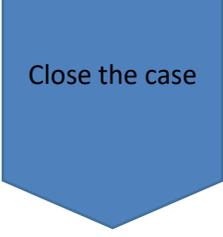
- Voluntary and flexible participation by household
- Critical thinking and problem solving shared between the family and provider
- Starts with a little bit of support, based on what the household identifies they need
- Connections made to community resources
- Builds on family resiliency and strengths
- Focused goal: to quickly resolve the immediate crisis of homelessness<sup>9</sup>

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<sup>7</sup> [http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards\\_2016.pdf](http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf)

<sup>8</sup> <http://www.buildingchanges.org/images/documents/library/2013RRHTenets.pdf>

<sup>9</sup> [https://buildingchanges.org/images/documents/library/2015\\_WhatIsProgressiveEngagement.pdf](https://buildingchanges.org/images/documents/library/2015_WhatIsProgressiveEngagement.pdf)

 <p>Obtain and move into permanent housing</p>	<p>Focused on assisting a household in quickly obtaining and moving into a new housing unit. Case managers help households resolve or mitigate tenant screening barriers like rental and utility arrears or multiple evictions; obtain necessary identification if needed; support other move-in activities such as obtaining furniture; and prepare households for successful tenancy by reviewing lease provisions.</p>
 <p>Support stabilization in housing</p>	<p>RRH case management should be home-based and help households stabilize in housing. Case managers help households based upon their needs to 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. Case managers 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.</p>
 <p>Close the case</p>	<p>Financial assistance should end and the case should be closed when the household is no longer at imminent risk of returning to homelessness. <b><u>Case management may continue up to 60 days after financial assistance ends.</u></b> For households that require ongoing support after exiting the RRH program, case managers should provide warm handoffs to mainstream and community-based services that will continue to assist them in maintaining housing.</p>

### 1. Housing Stability Plan Components

Case managers are required to work with each household to develop a housing stability plan. A housing stability plan is an individualized housing and service plan that is housing-focused and client-driven. Housing stability plans are individualized based on housing needs as identified by each household, and are used to facilitate housing-focused case management with the goal of obtaining or maintaining housing stability. Funders require that engagement in services should be 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 case manager; and
- Timelines for each step.

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

Case managers 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.

## 2. No Contact Procedures

Case managers 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 case manager 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 days to respond.

If there is **no contact after 30 days** of multiple attempts to reach the household, **the case manager should exit the household from the program**. If the household calls after that period and is still experiencing homelessness, the case manager may help them reconnect with Coordinated Entry for All (CEA). If the case manager has not been able to have a robust check-in with the household for more than 30 days, but has had contact with the household and they are still in need of services, the case manager should continue to work with the household on their housing goals. If a household still needs and wants services, but missed appointments or communication is not regular, the case manager should initiate a discussion to reset the program expectations 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 if it will meet the needs of the household, then continue to work with the household until they are permanently housed or otherwise resolve the housing crisis.

## 3. 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, the provider must submit it to the RRH funder for review and approval.**

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

#### A. Accessing Rapid Re-Housing

All referrals to RRH will come from Coordinated Entry for All (CEA)<sup>10</sup>. To receive a referral, a household has to meet the eligibility criteria for CEA, complete a Housing Triage Tool and be prioritized through Coordinated Entry. The latest information on participating with CEA can be found [here](https://www.kingcounty.gov/CEA) (<https://www.kingcounty.gov/CEA>).

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

Before enrolling in the program, housing status must be assessed for eligibility RRH programs for young adults, single adults, and families 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.

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

Enrollment in RRH and case management should begin immediately upon RRH referral 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. For details regarding the best methods to document homelessness, contact your program specialist.

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<sup>10</sup> *Pathways Home* Action Plan, page 30:  
<http://www.seattle.gov/Documents/Departments/pathwayshome/ActionPlan.pdf>

## 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. 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 case manager 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 or exit 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 Date of Move-In (or on the Date of Move-In if the household is only receiving move-in assistance and no ongoing 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.

\*\*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.

\*\*\* Providers may wish to keep a household enrolled for up to 60 days after their last financial assistance payment, in case circumstances arise that require further case management or financial assistance. Providers may keep the household enrolled and, if the household does not contact the provider for 60 days after the last payment, may back-date the Exit Date to the date of the last payment or case management meeting. Refer to Section II.B.5. for instructions on when to end financial assistance.

### **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/>.

## 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>11</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%

\*The target outcome of 120 days length-of-stay **does not mean that RRH is a three month program**. Please refer to the progressive engagement section on pages 9-10 of this document. Programs should not state or imply to households/prospective households that RRH is a three month program. Programs should explain progressive engagement to households and inform them that housing stability plans and financial assistance needs are evaluated every three months.

<sup>11</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>

Additional resources on how other communities are using RRH services can be found at the [National Alliance to End Homelessness](#).

### Questions?

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

### Training Opportunities:

All Home King County offers ongoing training and skill building opportunities for providers. Visit the [All Home King County website](#) for training opportunities.

## 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. See also: Progressive Engagement.

**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 stably housed after leaving the RRH program; self-resolving will still be considered an exit to permanent housing.

**Housing First:** “A Housing First orientation means that the program is organized around helping people secure a place to live, without preconditions. While gaining income, self-sufficiency, and improved health are all desirable goals, they are not prerequisites to people being housed. In a system organized around Housing First principles, shelter and housing programs have minimal entry barriers and do not require clients to participate in services or gain skills/income as a condition of receiving housing assistance.”<sup>12</sup>

**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:** “Services start with the least intensive service and amount of subsidy i.e. a “light touch”, and progress to greater service intensity only when necessary. The need for additional support is determined by an assessment of the individual or family’s experience, self-reporting, and the impact of the initial intervention. Client choice, to the extent feasible, drives the housing options and services offered. Participation in services is voluntary.”<sup>13</sup> Progressive engagement fundamentals include:

- Voluntary and flexible participation by household

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<sup>12</sup> NAEH Fact Sheet: <http://www.endhomelessness.org/page/-/files/2016-04-26%20Housing%20First%20Fact%20Sheet.pdf>

<sup>13</sup> <http://www.buildingchanges.org/images/documents/library/2013RRHTenets.pdf>

- Critical thinking and problem solving shared between the family and provider
- Starts with a little bit of support, based on what the household identifies they need
- Connections made to community resources
- Builds on family resiliency and strengths
- Focused goal: to quickly resolve the immediate crisis of homelessness<sup>14</sup>

**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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<sup>14</sup> [http://www.buildingchanges.org/images/documents/library/2015\\_WhatIsProgressiveEngagement.pdf](http://www.buildingchanges.org/images/documents/library/2015_WhatIsProgressiveEngagement.pdf)

## 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 Costs</b>	<b>Monthly Rental assistance</b>	Up to 100%			
	<b>Security Deposits</b>	Up to 100%			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. <b>Cannot</b> pay for ongoing payments or utility arrears
	<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 under 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	HHS Inspection	HQS Checklist
	<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>Existing 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

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

Please verify any specific requirements, limits, or exclusions based on a given fund source with your contract monitor.

\*\* 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}** to help move into an apartment and stay housed. We will provide financial assistance (move-in costs, rental assistance, etc.) 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: \$ \_\_\_\_\_

**Total Move-In:** \$ \_\_\_\_\_

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 happened that led you to be homeless or where do you need support to maintain your new home:

- Income: \_\_\_\_\_
- Health: \_\_\_\_\_
- Tenant-Landlord-Neighbor: \_\_\_\_\_
- Mental Health: \_\_\_\_\_
- Substance Use: \_\_\_\_\_
- Domestic Violence: \_\_\_\_\_
- 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>	

Case Manager Signature: \_\_\_\_\_

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

## Attachment D: Re-Assessment

\* Complete this re-assessment every 90 days after the household begins 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: \_\_\_\_\_

Housing Stabilization Goals:			
€ Achieved and complete	€ Making adequate progress	€ Not making adequate progress	
Employment or Income Goals:			
€ Achieved and complete	€ Making adequate progress	€ Not making adequate progress	€ Does not apply
Other stability goals:			
€ 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?**

**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:



<b>Supervisor's Signature:</b>  _____
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**Attachment E: Agreement with Friend or Family**

<b>1. Client Information</b>			
Name		Household Size	
Phone		Email	
<b>2. Friend/Family Information</b>			
Phone		Household Size	
Phone		Email	
<b>3. Rental and Payment Information</b>			
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	
<b>4. Amount of Payment Required</b>			
<b>Current or Anticipated</b>			
Rent	Total unit rent amount ("N/A" if friend is owner)		
	Client \$ share of rent amount		
Utilities	Utility allowance for unit this size		
	Client \$ share of utility amount		
<b>Complete the following for utility payments (utility payments to be made directly to utility)</b>			
Utility provider(s)			
Account number(s)			
<b>5. Client Certification</b>			
I certify that the above information is true and accurate to the best of my knowledge.			
<i>Client Signature</i>		<i>Date</i>	
<b>6. Friend/Family Certification</b>			

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 <a href="#">Landlord Tenant Act</a> , (RCW 59.18) however I do provide safe and habitable housing.	
<i>Friend/Family Signature</i>	<i>Date</i>

<b>7. Service Provider Review</b>	
I have reviewed this agreement and terms as described below:	
<i>Staff Person Signature</i>	<i>Print Name</i>