

RRH Work Group: Housed

Friday, March 18, 2016

2100 Building

Goal: Make recommendations or highlight sticking points regarding a family's experience in RRH once they are housed. 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.

Services/messaging for families once housed

- Do you follow a specific rental assistance model once a family is housed?
- How frequent is communication once a family is housed?
- Do expectations shift or change once a family is in housing?
- How do you decide when to exit a family?

RRH Documentation

- What kind of income to rent ratio calculations do you use?
- What kind of exit documentation do you use?

Housing stability plans

- What elements of your housing stability plans are especially important or helpful in your ability to help families maintain permanent housing?
- How do you help families identify goals and steps to accomplish those goals once housed?
- When a family doesn't appear to engage or isn't able to make progress on goals, how do you respond?
- Do you have expectations around communication? (ie, minimum number of check-ins per month, check- in prior to monthly rent assistance)

Landlord engagement

- Do you have frequent communication with landlords once families are housed? Or do you ask that all communication go through the family?

- How do you advocate to landlords when families experience challenges in housing?

Client financial assistance

- How do you decide on the level of financial assistance once a family is housed?
- How do you negotiate with a landlord after you are no longer able to offer financial assistance?
- How do you approach financial assistance when a family doesn't appear to be making "progress" from month to month?
- How do you handle last minute emergencies for additional financial assistance or when a family doesn't pay their portion of the rent?
- Do you pay for late fees if it will prevent eviction?