PALM BEACH COUNTY

HOMELESS AND HOUSING ALLIANCE

RAPID RE-HOUSING PROGRAM

STANDARDS

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
Level 1-- The **household** will need minimal assistance to obtain and retain housing. The Rapid Re-Housing (RRH) program offers the following for most Level 1 households: ❖ Initial consultation related to housing search (e.g. where to find rental information, how to complete housing applications, documentation needed) ❖ Financial assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit.) ❖ Time-limited rental assistance, per client Housing Plan ❖ Home visit/check-in after move-in ❖ Offer services (at tenant request) for up to 3 months (100% first, last, security) 2nd-75% subsidy 3rd -50% subsidy **Landlord** assistance will likely include only program contact information for tenancy concerns	Household has no criminal history Rental history: an established local rental history. No evictions, landlord references are fair to good. Credit history is good, with the exception of a few late utility and credit payments	No significant barriers except financial: very low income, insufficient emergency reserves
Level 2— The **household** will need routine assistance to obtain and retain housing. The RRH program offers the following for most Level 2 households:	Household has no serious criminal history but may have a few offenses such as moving violations, a DUI, or a misdemeanor. Rental history is limited or out-of state. May have 1-2 explainable evictions for non-payment. Prior landlords may report a problem with the timely rent.	Financial barriers include low to very low income, may have inconsistent employment, and/or poor budgeting skills. No serious mental illness or chemical dependency that affects housing retention. May have some level of depression/ anxiety or problems responding to conflict.

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
❖ Initial consultation and ongoing assistance with housing search including transportation assistance as needed ❖ Financial assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit.) ❖ Time-limited rental assistance, per client Housing plan ❖ Development of Housing Plan to work on any identified retention barriers ❖ Bi-weekly home visits for the first three months; then reduce to monthly as most Housing Plan goals are met. ❖ Services available for up to 6 months, depending on housing challenges and progress toward Housing Plan goals. (100%- First, last & security) 2nd – 100% 3rd – 75% 4th – 50% 5th – 25% 6th – 25% **Landlord** assistance: ❖ 6 months availability: landlord can call with tenancy issues and program will respond. ❖ Program will check in with landlord periodically for updates.	Credit history shows pattern of late or missed payments.	May lack awareness of landlord-tenant rights/responsibilities. May have minor problems meeting basic household care/cleaning May have been homeless once before.

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
Level 3 – The **household** will need more intensive and/or longer assistance to obtain and retain housing. The RRH program offers the following for most Level 3 households: ❖ Initial consultation and ongoing assistance with housing search. Staff may accompany client to the landlord interview. ❖ Financial assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit.) ❖ Time-limited rental assistance, per client Housing Plan ❖ Development of Housing Plan to work on any identified retention barriers ❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly home visits for up to six months; then reduce to monthly as most Housing Plan goals are met. Include unannounced drop-in visits. ❖ Services available for up to 9 months, depending on housing challenges and progress toward Housing Plan goals. (100% first, last, security) 2nd – 100% 3rd – 100% 4th – 75% 5th – 75% 6th – 50% 7th – 50% 8th – 25% 9th – 25%	Household may have some criminal history, but none involving drugs or serious crimes against persons or property. Rental history includes up to 3 evictions for non-payment. Prior landlord references fair to poor. Partial damage deposit returned. Some complaints by other tenants for noise. Credit history includes late payments and possible court judgments for debt, closed accounts.	May have deficits in care of apartment, landlord-tenant rights/responsibilities, communication skills with landlord and/or other tenants Conflict may exist in household. May have lost housing and been homeless several times in the past.

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
Level 3 – (cont'd) **Landlord** assistance: ❖ 9 month availability; landlord can call with tenancy issues and program will respond even after services end. ❖ Program will check in with landlord periodically for updates.		
Level 4— The **household** will need more intensive and longer assistance to obtain and retain housing. The RRH program offers the following for most Level 4 households: ❖ Initial consultation and ongoing assistance with housing search. Staff may accompany client to the landlord interview. ❖ Financial assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit.) ❖ Time-limited rental assistance, per client Housing Plan ❖ Development of Housing Plan to work on any identified retention barriers ❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly home visits for up to nine months; then reduce to monthly as most Housing Plan goals are met. Include unannounced drop-in visits. ❖ Services available for up to	Criminal history, violations may include drug offense or crime against person or property Rental history includes up to five evictions for non-payment and/or lease violations. Landlord references poor. Security deposit may have been kept due to damage to unit. Credit history is poor, late payments, may include judgment for debt to landlord, closed accounts	Extremely low income, no emergency reserves, bank account closed, lacks budgeting skills. May be using drugs/alcohol and/or has mental health problems. May have conflict with children or partner. May lack ability to care for apartment or communicate appropriately with landlord and other tenants Has likely been homeless multiple times or for more extended periods

12 months, depending on housing challenges and progress toward Housing Plan goals. (100% First, last, security) 2nd – 100% 3rd – 100% 4th – 75% 5th – 75% 6th – 75% 7th - 50% 8th – 50% 9th – 50% 10th – 25% 11th – 25% 12th – 25% **Landlord assistance:** ❖ 12 month availability; landlord can call with tenancy issues and program will respond; ongoing option to call even after Rapid Re-Housing services are ended can be offered or negotiated on a case by case basis. ❖ Program will check in with landlord monthly (or more often if landlord prefers) for updates/issues. ❖ May pay an additional damage deposit and/or last month's rent in addition to normal start-up costs.		

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)

Level 5—
Household need longer or more intensive services; may need staff with more professional training. RRH program refers household to appropriate program, such as intensive case management, permanent supportive housing or other local resources.
 	
❖ Daily case management
    • (Hold until PSH is available)
    • First, security (month to month lease)
    • 30% of adjusted gross income in preparation for PSH
    • Financial assets – Month 2 difference between 30% cost of rent.
	Extensive criminal background
	
	Extremely poor rental history, multiple evictions, serious damage to apartment, complaints.
	
	Credit history includes multiple judgments, unpaid debts to landlords, closed accounts.
		Active and serious chemical dependency or mental illness
		
		Unable to comply with lease requirements or interact positively with landlord/tenants; poor apartment management skills, out-of-control behaviors by adults or children
		
		May have experienced chronic homelessness (multiple and/or extended periods of homelessness)

General Rapid Re-Housing Standards:

If a participant calls for additional services after exit, the following applies:

- If they are still housed but need financial assistance to maintain housing, they will be referred for assistance to the agencies that provide prevention services.
- If they become homeless again, a new SPDAT must be completed and added to the priority listing based on the SPDAT score. There is no wait time or limited number of times that a participant may be served under the Rapid Re-Housing Component.

SPDAT Requirements:

The SPDAT and its 15 components of review are the primary assessment tool used at intake assessment and at the predetermined intervals of service delivery (at move in, 30 days, 90 days, 180 days, 270 days, 365 days as well as changes in life circumstances).

Reviewed and Updated July 2, 2015by Standard Policy and Procedures Committee

Ratified by Homeless & Housing Alliance Executive Committee -February 23, 2015

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