

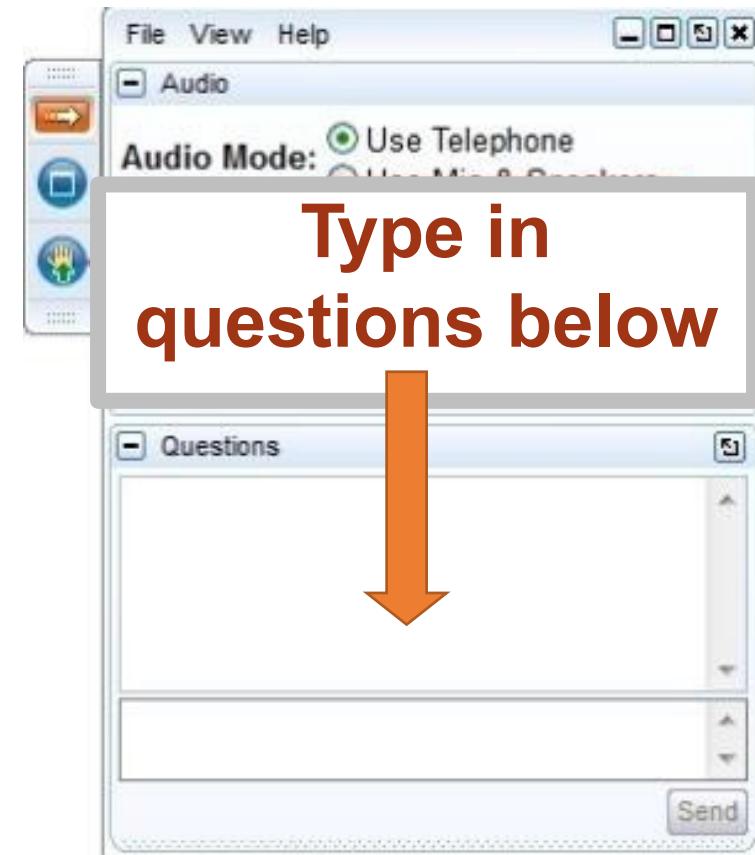
Shelter to Housing Crash Course:

Rapidly Exiting to Permanent Housing

April 30, 2020

House Keeping

- Attendees are muted
- Please type any questions you have into the Questions Box
- We are recording this webinar and will send out the link to everyone who registered at a later date.



Speakers

Diana Berube

Program Manager for Prevention and Exit Strategies

Mimi Haley

Deputy Director

Tashmia Bryant

Capacity Building and Equity Program Manager

Roy Graham

Youth Special Projects Coordinator

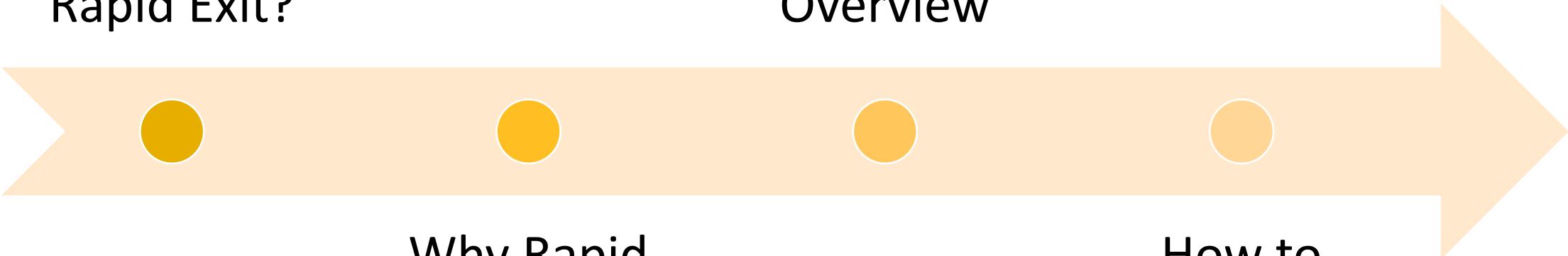
Amber Freeman

Training and Technical Assistance Coordinator

Agenda

What is
Rapid Exit?

CCEH Rapid
Exit Funding
Overview



Why Rapid
Exit?

How to
Rapidly Exit



**What is Rapid
Exit from shelter?**

Let's share a common
goal to make episodes...

**RARE, BRIEF, and
NON-RECURRING!**



Housing First

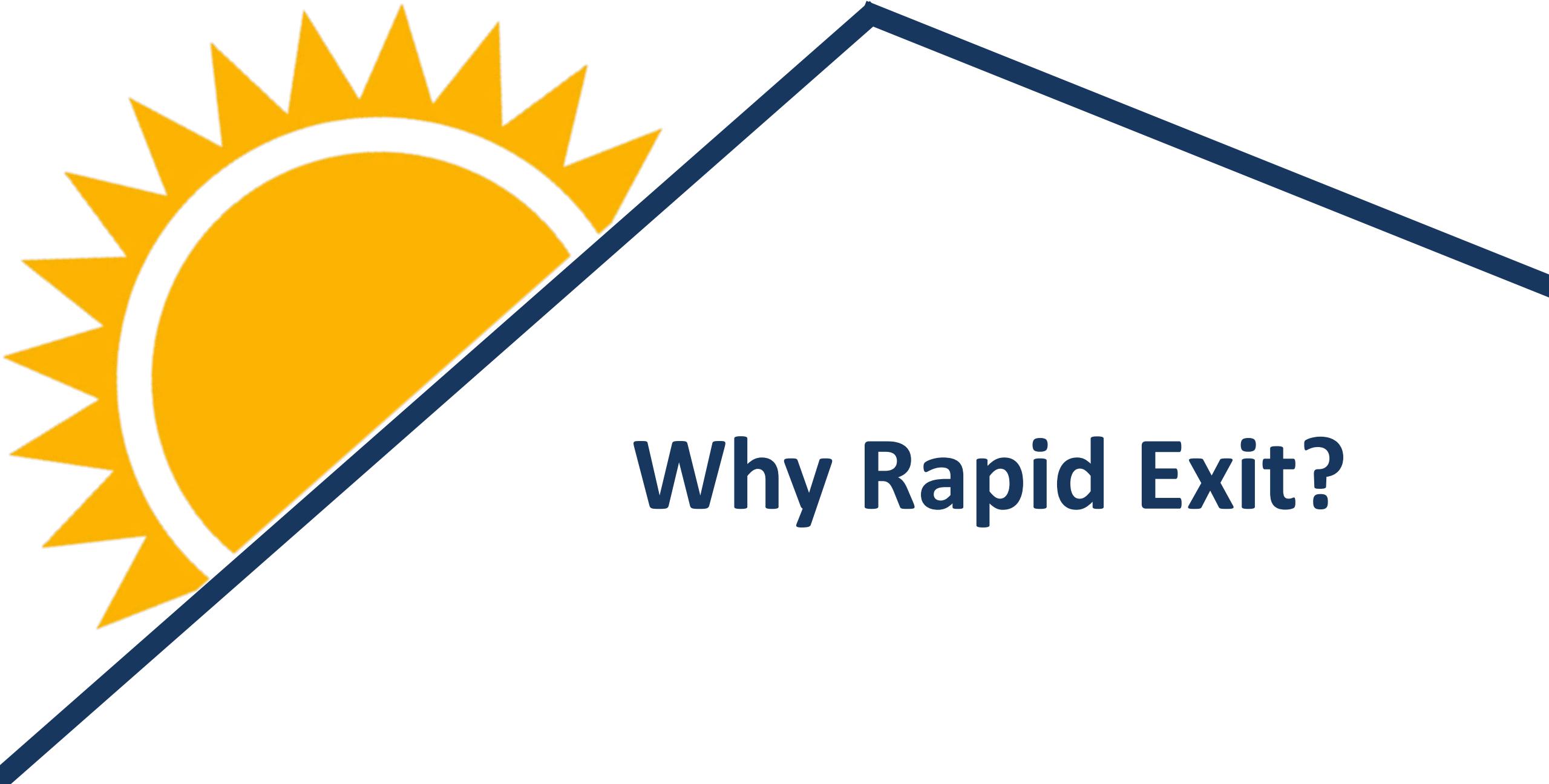
People experiencing homelessness deserve housing FIRST, without any precondition (such as employment, income, absence of criminal record, or sobriety).

- Homelessness is a crisis – persons in crisis are less able to clearly think through problems and advocate for themselves than they are when not in crisis.
- People more likely to succeed when no longer in crisis.
- Fight or Flight response.

Flexible Financial Assistance to help families and individuals quickly move out of shelter into stable housing



- **Shelter Case Managers should begin discussion of Housing Plan immediately upon family entry into emergency shelter**
- **Creative Problem Solving is KEY!**



Why Rapid Exit?

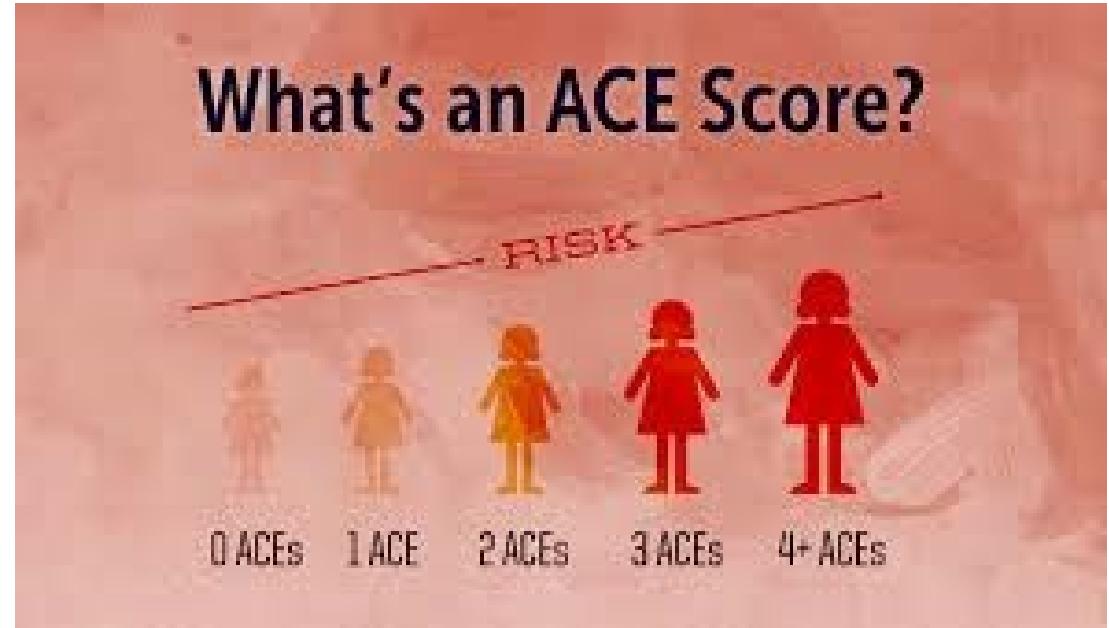
Shelter Realities during COVID 19

- Congregate living
- Low-barrier
- Wet shelter
- Reduction of rules/policies
- Privacy
- Safety
- Minimal Staffing

Reducing ACES In Children

Children who experience homelessness:

- Greater negative health outcomes¹
 - Asthma, allergies, respiratory infections, ear infections, inflammation, etc.
- More hospitalizations
- Predicts future episodes of homelessness²



¹ Cutuli, J. J., et al. "Adversity and Children Experiencing Family Homelessness: Implications for Health." *Journal of Children and Poverty*, vol. 23, no. 1, 2016, pp. 41–55., doi:10.1080/10796126.2016.1198753. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6171526/>

² Glendening, Z., & Shinn, M. (2018, September). Predicting Repeated and Persistent Family Homelessness: Do Families' Characteristics and Experiences Matter. Retrieved July 2, 2019, from <https://www.acf.hhs.gov/opre/resource/predicting-repeated-and-persistent-family-homelessness-do-families-characteristics-and-experiences-matter>

Cost Effectiveness

Rapid Exit Assistance Examples:

- Simple phone conciliation (no assistance funds)
- Mediation + small amount of food (\$35)
- Greyhound bus ticket (\$30-\$500)
- Other assistance like utility bills or back fees (\$200)
- First Month Rent + Deposit (\$1000+)
- Connection to existing community resources



Less expensive than:

- Rapid Rehousing (\$5000 +)
- Shelter stay (Shelter bed is \$8600 more than Sec 8 subsidy)
- Street homelessness (\$2414 more in hospitalization vs. housed person)





CCEH Rapid Exit Funding Overview

CCEH Emergency Assistance

Youth Homelessness Demonstration Project

- Rapid Exit and Shelter Diversion funds for **18-24 year olds**

Shelter Diversion

- Funds to keep **individuals and families** from experiencing episodes of homelessness and entering shelter

Rapid Exit

- Funds to keep episodes of homelessness as brief as possible for **families and individuals**

Allowable Expenses for Family/Individual Rapid Exit

- Security Deposit
- Rental Subsidy up to 3 months
- Utility Deposit or utility start-up costs/Utility arrearages
- Basic furniture costs up to \$1,000
- Rental application fees
- Moving expenses
- Transportation expenses (including car repairs, gas card, bus passes, etc.)
- Childcare costs
- Other costs associated with achieving housing stabilization

Who is Eligible?

- Any family or individual that has entered emergency shelter
- Any family or individual that has been verified to be sleeping in a place not meant for human habitation
- Any family or individual that is staying in a hotel/motel paid for by a charitable organization or the state, (i.e. DAS, DCF, DDS, faith based organization)

How to access Rapid Exit Funds

- Agency must have signed MOU with CCEH
 - MOU must be specific to Rapid Exit for individuals and/or families
- Have access to Smart Sheets, link to request form will be sent to agencies with signed and fully executed MOUs

Documentation Required

- CT-HMIS Release of Information
- Identification Documents – Photo IDs, birth certificates, other IDs for all household members
- Income Documents
- Documentation of current homelessness
- Housing Stabilization Summary (uploaded in HMIS)
- Proof of Ownership of Property, Housing Inspection Form, signed W-9, copy of lease for newly leased properties

Documentation of Homelessness

- Emergency Shelter HMIS record
- Homeless Verification form filled out by an Outreach worker
- Letter on Charitable Organization letterhead stating that they are paying for family's motel/hotel stay(i.e. DCF, DDS, faith-based organization)

Please note: The amount that can be requested per family has been expanded to \$6,000. After an initial request for assistance has been made, additional requests can be submit up to 3 months following.

Please note: The amount that can be requested per individual will be \$2,500.



How to Rapidly Exit from shelter?

Using Foundational Principles to Stay Housing Focused

Motivational Interviewing

- Open-ended questions
- Change Talk
- Affirmations

Trauma Informed Care

- Choice
- Empowerment
- Safety

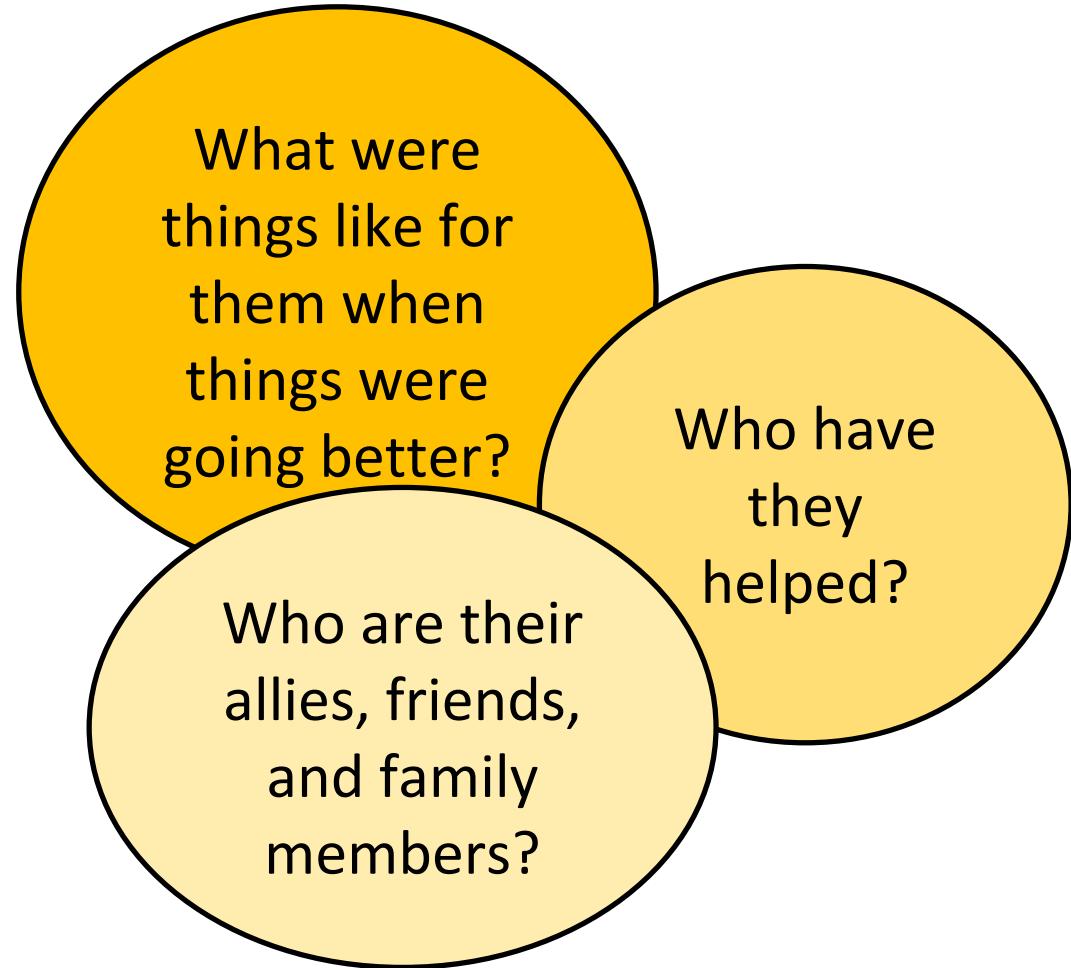
Active and Empathetic Listening

- Body language
- Not adding your own judgement

Highlighting Strengths

Explore past strengths – this step has two purposes:

1. Help identify times when **they have been of help or support to others.**
2. Begin to identify networks and support persons that may be able to help them with income or housing.



Our clients may feel dependent – we can help them remember times of **interdependence**.

Client-Driven

Help – Support the shelter guest in developing their own housing plan

Ownership – When shelter guests makes their own housing plan, they will feel a sense of ownership and are more likely to follow through

Understanding – No one is perfect, and we all will make mistakes. Allow for shelter guests to make mistakes by giving them the room and support to try.

Share – Share helpful resources and tips with shelter guests, and help them to navigate accessing them.

Engage- Every chance you get, engage shelter guests in conversations about their housing plan and any recent success and challenges they're experiencing.

Housing Possibilities

Stay with family,
kin, or other
natural support

Rent or get their
own residence

Sober Living Home

Temporary lease
(month to
month, 6
month)

Relocating
permanently to
safe place out of
town

Shared housing

Staying with family/friends



This may require some mediation!

Helping to Relocate out of town



This should only be done when verification of safe and stable housing has been achieved!

Shared Housing

- Each party understands rules and financial obligations
- Can be achieved through formal written roommate agreement
- Landlord may allow for separate leases



Getting Creative with Rapid Exit Funding

- Childcare Costs
- Car repairs
- Employment





Safety + Case Management

Determining Service Provision



- Consider how your organization can limit in-person contact in the provision of services while maintaining standard operations.
 - Determine which services can be provided by phone or virtually, such as through a video conferencing or a meeting software.
 - Determine when an in-person appointment is necessary
 - Put safety precautions in place for yourself and your participants

Low-Contact Appointment Tips



If it is REQUIRED that you go into the community for an appointment:

- Be sure to ask the screening questions about symptoms in advance
- Ask if they have been around anyone who have experienced any of the symptoms (coughing, fever, shortness of breath)
- Ask if it would be possible if no one else was in the residence while you meet for your scheduled appointment
- Continue to practice social distancing, stay 6 feet away
- Meet outside if possible
- Do not have the individual in your personal vehicle
- Wear personal protective equipment if necessary (gloves, face mask)
- Have a supply of hand sanitizer and Lysol on you

Low-Contact Appointment Tips

If it is REQUIRED that you go into the community for an appointment:

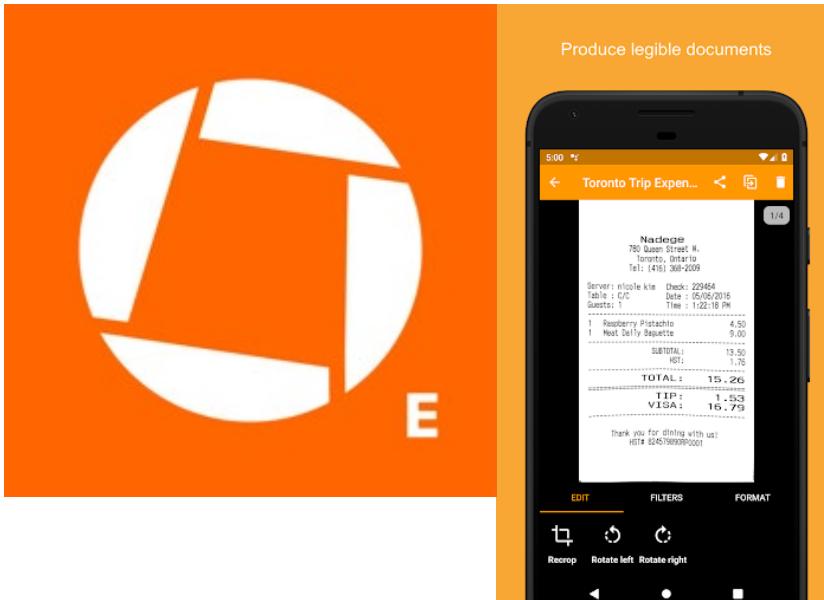
- Bring extra pens so you do not have to share a pen
- If possible have no contact, decide on a place to leave items/documentation
- If you have to do apartment inspections or viewings and virtual is not an option, encourage the client to view the unit on their own
- Pre-visit, staff can ask the landlord if they disinfect high-touch spaces, such as doorknobs or light switches, between showings.
- Encourage landlords to keep apartment windows open and avoid close contact (ideally 6 feet of distance).
- Before and after an appointment, staff and clients should maintain good hand hygiene by washing their hands with soap and water for at least 20 seconds or using hand sanitizer.



Optimizing Use of Technology

Scanning Documents

Genius Scan

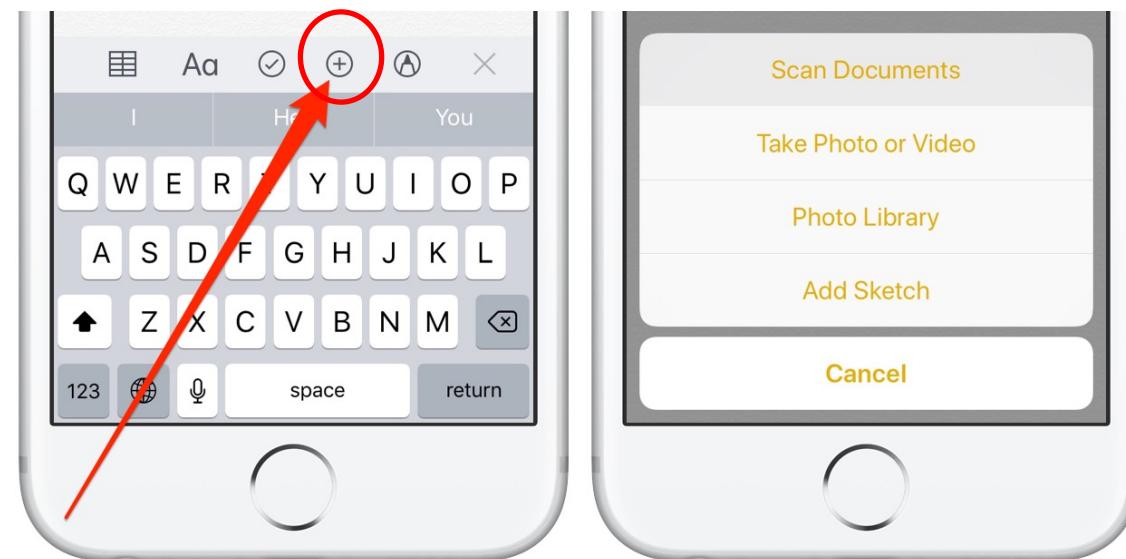


Poll:
What else are you using?

Microsoft Office
Lens



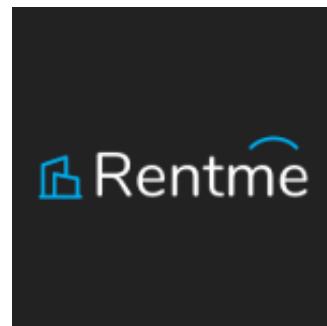
iPhone Notes
Scan



Virtual Apartment Tours



**Innovative Self-Touring
Technology**



**Free Property Management and
Landlord Software**

Virtual Meetings

FreeConferenceCall.com®



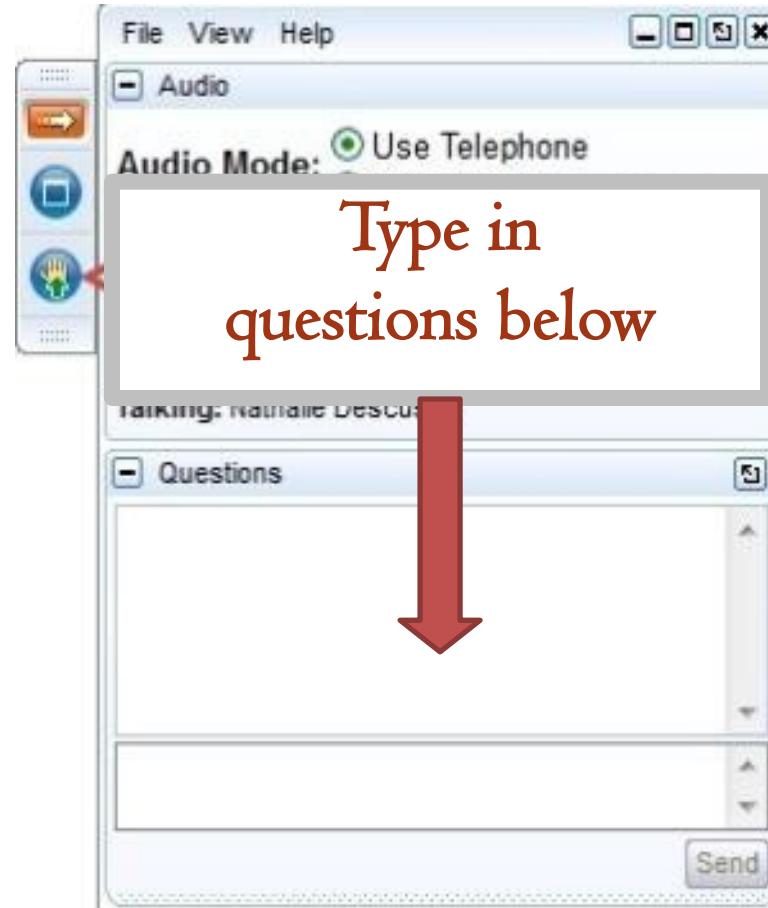
Amazon Chime – Free until 6/30/20



Google Hangouts

Messaging, Voice and Video Calls

Questions?





Questions?

Contact:

Emergencyassistance@cceh.org

(860)721-7876 Ext. 105