Fundamentals of Rapid Re-Housing

May 5, 2021
House Keeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- We are recording this webinar and the recording and slides will be available in our Webinar Library at www.cceh.org
Speakers

Brennden Colbert
*Rapid Re-Housing Coordinator*
Advancing Connecticut Together, Inc.

Amber Freeman
*Training and Technical Assistance Coordinator*
CT Coalition to End Homelessness
Agenda

- What is Rapid Re-Housing
- Why Rapid Re-Housing
- Core Components of Rapid Re-Housing
- Documentation Requirements
- RRH Ticketing System
- Resources
What is Rapid Re-Housing?

Amber Freeman
Training and TA Coordinator
CT Coalition to End Homelessness
Rapid Re-Housing

An evidence-based approach to end homelessness as quickly as possible for families and individuals.

Acts as a trampoline using targeted financial assistance and short-term services to quickly return individuals and families who have slipped into homelessness back into housing and stability.

Subsidy + Case Management = RRH
RRH Core Components

1. Housing Identification
2. Rent & Move-in Assistance
3. Case Management & Services
Housing First Approach

**Housing First** – The belief that housing is a basic necessity that must be prioritized before an individual can pursue other personal goals and work towards improving their quality of life.

- Homelessness is a problem with a solution, the solution is housing.

- For everyone. Whether you follow the rules or not. Whether you are “compliant” with treatment or not. Whether you have a criminal record or not. Whether you have been on the streets for one day or ten years. Permanent housing is what ends homelessness. It is the platform from which people can continue to grow and thrive in their communities.

- Housing First is a philosophy that values flexibility, individualized supports, client choice, and autonomy. It never has been housing only, and it never should be.
Survival and safety needs will drive behavior until these needs are met. Only then can a person focus on other “higher” needs.
Rapid Re-Housing is...

A Housing First Practice

Client Driven

Just Enough Assistance

Housing Retention Focused
Rapid Re-Housing is…

- Strengths-Based
- Trauma Informed
- Culturally Sensitive
Is Rapid Re-Housing for Everyone?

Theory of why you try rapid re-housing interventions with everyone:

- Hard to tell who will and who won’t be successful
  - Clients surprise us all the time

- No assessment for client resiliency

- Not a “one size fits all”, program flexibility
Why Rapid Re-Housing?
Rapid Re-Housing is Successful!

• 2013 Georgia Study on Recidivism: Persons exiting ES and TH were at least 4 times more likely to become homeless again than persons from RRH programs.

• Connecticut has 94% success rate. Only 63 out of 1,004 RRH households who were exited to permanent housing returned to homelessness within a year of program exit. (10/1/18-9/30/19)
CT Statewide Cost Per Permanent Housing Exit

- Emergency Shelter: $8,972
- Transitional Housing: $29,981
- Rapid Rehousing: $7,903
Rapid Re-Housing Core Components
Core Component: Housing Identification
What is Involved in Housing Identification?

• Matching clients to landlords and properties that meet their needs
• Assisting clients with setting realistic expectations
• Helping clients call landlords
• Bringing clients to view apartments
• Negotiating with landlords waiving of fees, background checks, credit scores
• Helping clients complete the applications
• Helping clients through the lease signing process

It is not:
• Giving a list of apartments to clients to call on their own and report back to you
Shared Housing

• A situation in which an agreement formalizes the co-residence of two or more family units within the same housing unit.

• Benefits:
  • Financial
  • Interpersonal
  • Provider benefits

• Leases are separate.
• Clients choice on participation and who to live with.
• Make it a business arrangement.
• Offer mediation.

CCEH Shared Housing Resource Page: http://www.cceh.org/provider-resources/shared-housing/
Landlord Recruitment Techniques

- Develop and maintain relationships with landlords! Recruit landlords continuously, even before you have participants that need to be housed.

- The more partnerships with landlords you develop, the more opportunities you have to rapidly house your participants.

<table>
<thead>
<tr>
<th>Word of Mouth</th>
<th>Marketing materials (landlord letter, program brochure, landlord benefit checklist)</th>
<th>Posting ads/Responding to ads</th>
<th>Landlord outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being creative</td>
<td>Attending or holding a landlord networking event</td>
<td>Developing partnerships with community organizations</td>
<td>Having a pitch</td>
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Rapid Re-Housing Landlord Benefits Checklist

✓ Eliminate advertising costs
✓ Damage/security deposits
✓ Clients have access to time-limited subsidies
✓ Case Management services to assist with personal budgeting, understanding rental agreements, housekeeping and general apartment maintenance, being a good neighbor, etc.
✓ Clients are attached to needed services
✓ Rehouse clients if there are issues to prevent the cost of eviction/ damage to units
✓ Fill those units w/new clients to prevent months of empty units & losing rent
✓ Problem prevention through regular home visits
✓ Neutral party to mediate problems
✓ Satisfaction from helping others
Having a Good Provider-Landlord Relationship = Retaining Landlords

- Ongoing Communication
- Expectations & Accountability
- Working Together
- Rental Payments
- Case Management Services & Housing Inspections
Core Component #2: Rent & Move-In Assistance
Rent & Move-In Assistance

• Provide short-term help to households to pay for housing.
  • Paying for security deposits, move-in expenses, rent, utilities, arrears, and other costs that may help a participant obtain and sustain housing.

• Individualized and flexible according to each client’s needs.

• The minimum assistance (financial and/or housing supports) necessary is provided for the shortest period of time possible.

• Only after passing the HQS Inspection and lease packet is completed
Core Component:
Case Management & Services
Goals

• Focus on solving the housing crisis.

• Support and help them on a path for housing stabilization.

• Help resolve issues that impede access to housing.

• Connect client to community resources and services.

• Self-Sufficiency.
Client-Driven Strengths - Based Trauma-Informed Housing-Focused

- Client directs when, where, and how often case management meetings occur.
- Housing Stabilization Plans are written in the client's first person and come from the client.
- Allow families space to test & problem solve, especially with landlords.
- Be available to landlords to mediate issues as necessary.
- Challenges that may arise can become teaching moments for being a good tenant.
- Prepare clients to be good tenants.

- Help them identify their own strengths and successes in their past that can help them with this crisis.
- Support and trust that people want to succeed.
- Positive encouragement.

- Emphasize emotional and physical safety.
- Establish trust.
- Rebuild a sense of control and empowerment.
- Minimize the chances of re-traumatizing.
- Limit exposure to further trauma.

- Focus on housing stabilization
- Client ownership of the plan - needs to work for the clients (not for us).
- By starting with what has worked previously, we increase the odds of it working again.
- Utilize other community and state resources – link to services early and often but make sure they are working good tenant.
- Prepare clients to be good tenants.
Housing Retention Focused

• Housing Plan goals focused on compliance with lease and how client will pay rent to maintain housing
• Housing Plan goals are SMART: Specific, Measurable, Achievable, Relevant, and Time-limited
• Focus on short-term goals
• Plan updated regularly
• Intensity increases if needed
Impact of Conflict and Crisis

Conflict and crisis can impede the ability to:

▪ Be hopeful and confident
▪ Clarify goals
▪ Effectively advocate for oneself
▪ Take back control
▪ Have positive interactions with people
• **Empower**: to make (someone) stronger and more confident, especially in controlling their life and claiming their rights.

• Empower them to make their own decisions. Work alongside the client as a partner.

• Shift the conversation from
  • “What can we do to help you?” to
  • “What is your plan to become and remain housed?”
Motivational Interviewing

Motivational interviewing is a person-centered technique for strengthening an individual’s own motivation and commitment to change.

• Key skills:
  • **Open-ended questions** - No yes/no questions
  • **Affirmations** - Positive comments
  • **Reflections** - Rephrasing
  • **Summaries** - Summing up key points of the conversation
  • **Solicit Change Talk** - Ask questions about the desired change

Upcoming Motivational Interviewing trainings: [https://cceh.org/events/](https://cceh.org/events/)
Home Visits

- At least Monthly
- Required by most, if not all, RRH funders.
- Based upon their needs and requests.
- Focused on stabilizing housing. (The ability to pay the rent and comply with the terms/requirements of the lease.)
  - Housing Stabilization Plan.
  - Identify and access supports, including family and friend networks, mainstream and community services.
  - Increase income/find employment.
  - Create an honest household and rent budget.
  - Provide tenancy education.
  - Resolve urgent legal issues.
Community Connections

• Focus on client building a support network outside of the program.
• Provide client with independent problem-solving skills and resources outside of the program.
• Connect client to mainstream and community-based services that will continue to assist them after RRH has ended.
• RRH is not intended to be heavy on services, but to provide linkages to community resources.
Examples of Community Connections

• Employment
• Adult Education
• Utility Assistance
• Food Assistance
• Churches
• Support Groups
• Dental/Medical

• Youth Mentoring
• Legal Assistance
• Parenting/Parent Support
• Financial Assistance/Literacy
• Volunteer Opportunities

• Transportation
• Counseling
• Substance Treatment
• Social Security
What do you need help with?

Search resources in Connecticut

Search services or programs  ZIP code, city, or address  Search

To find resources outside Connecticut, use your state’s 211. Find your local 211
Close the Case

• Remember, you are not solving their poverty. You are working to stabilize their housing.

• RRH assistance should end and the case should be closed when the participant is no longer going to be imminently homeless.
  • In some instances, case management may continue after financial assistance ends, if appropriate or requested by the household.

• The household may continue to be extremely low-income and severely rent-burdened and yet be able to pay the rent and follow the terms of the lease.
Performance Measures:
3 Primary Goals

National Alliance to End Homelessness Performance Benchmarks & Program Standards
1. Reduce the length of time program participants spend homeless.

NAEH: Households served by the program should move into permanent housing in an average of 30 days or less.

DOH: Within **45 days or less** from RRH enrollment to date housed.

![Time people spent in the program](chart.png)

**165 days average length of stay (▼-31 days)**

- **2018 Q4**
  - 127 days
  - -185 days

- **2019 Q2**
  - 130 days
  - -177 days

- **2019 Q3**
  - 139 days
  - -184 days

- **2019 Q1**
  - 126 days
  - -222 days
2. Exit households to permanent housing.

At least 80 percent of households that exit a rapid re-housing program should exit to permanent housing.
3. Limit returns to homelessness within a year of program exit.

At least 85 percent of households that exit a rapid re-housing program to permanent housing should not become homeless again within a year.

94%

6% (63 households) returned to homelessness from a permanent exit destination. This represents a ▼-5% change from the previous period.

<table>
<thead>
<tr>
<th>Exit Destination</th>
<th>Returned</th>
<th>Exiting</th>
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<tbody>
<tr>
<td>Permanent</td>
<td>6% (63 returned / 1,004 exited)</td>
<td></td>
</tr>
<tr>
<td>Temporary</td>
<td>11% (9 returned / 82 exited)</td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>16% (9 returned / 56 exited)</td>
<td></td>
</tr>
<tr>
<td>Institutional</td>
<td>31% (10 returned / 32 exited)</td>
<td></td>
</tr>
<tr>
<td>Unsheltered</td>
<td>19% (4 returned / 21 exited)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>12% (2 returned / 17 exited)</td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td>11% (3 returned / 27 exited)</td>
<td></td>
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Data & Dashboards

Statewide Dashboards
www.ctcandata.org

Program data pulled directly from HMIS for all RRH programs in CT.

Providers can also pull detailed reports within HMIS.

RRH Data Webinar:
https://register.gotowebinar.com/recording/2359845916672038659
Helpful Resources

• Rapid Re-Housing Resource Page (CCEH)
  • https://cceh.org/provider-resources/rapid-rehousing/

• CCEH Website
  • Topic Resource Library, recorded webinars, upcoming trainings, etc.
  • https://cceh.org/resources-library/

• Rapid Re-Housing Toolkit (NAEH)

• RRH & Youth RRH Learning Collaboratives
  • Meets every month. Contact Amber Freeman, afreeman@cceh.org to be added to the email list.
ACCESSING ASSISTANCE FOR RAPID REHOUSING IN CT

Developed by the ACT Rapid Rehousing Team
WHAT IS RAPID REHOUSING (RRH) & WHY DOES IT WORK?

The United States Government department of Housing & Urban Development (HUD) defines Rapid Rehousing as an “Intervention informed by the Housing First approach which rapidly connects families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

Why it Works?

- Rapid rehousing helps families and individuals living on the streets or in emergency shelters solve practical and immediate challenges to obtaining permanent housing.
- Reduces the amount of time an individual may experience homelessness.
- Links individuals to community resources that enable them to achieve housing stability in the long-term.
Who is ACT?
ACT is a statewide (Connecticut) non profit organization that provides a variety of services that ensure that all people impacted by HIV/AIDS and related health issues have access to health, housing and support services. ACT is the main fiduciary for all of the Department of Housing’s (DOH) Rapid Rehousing funds. HUD awards funds to the DOH for various purposes and populations. RRH is one of many projects managed by DOH.

ACT’s Role
There are various programs across the state of Connecticut that provide Rapid Rehousing Services. Once a client is connected to one of these programs they will work with a Case Manager or Housing Specialist to identify an apartment that is suitable for their needs. The Case Manager will assist the client in completing the required set of documentation. Once these documents are collected they’re submitted to the ACT Rapid Rehousing team for further processing.
WHAT IF MY CLIENT DOES NOT HAVE ANY INCOME?

A part of Case Manager’s intake process should include an assessment of the clients current income. However, income is not a requirement.

If the client does not have any income, the Case Manager should use the Rapid Rehousing Zero Income Affidavit form which should be submitted to ACT with all other required documentation.

Rapid Rehousing Program
Zero Income Affidavit

I, ____________________________, have applied for rental assistance through the Rapid Rehousing Program. Program regulations require verification of all income from participating households of each household member over the age of 18 without any income.

Income includes, but is not limited to:
- Gross wages, salaries, overtime pay, commissions, fees, tips and bonuses
- Net income from operation of a business or from rental or real personal property
- Interest, dividends and other net income of any kind for real personal property
- Lump sum payment(s) for the delayed start of a periodic payment (except as provided in 24 CFR 5.809 (b)(5))
- Payments in lieu of earnings, such as unemployment and disability compensation, worker’s compensation, and severance pay
- Public assistance
- Alimony and child support payments (whether through the court system or not)
- Regular pay, special pay and allowances of a head of household or spouse who is a member of the Armed Forces (whether or not living in the dwelling)
- Regular monetary gifts from family and/or friends

I have stated during the verification process that I have no income at this time. I have not received income since _________________. I do not expect to receive any income until ____________. I applied for (other financial assistance) on _____________.

I understand that any misrepresentation of information or failure to disclose information requested on this form may disqualify me from participation in the RRH and ESG financial assistance fund, and may be grounds for termination of assistance. WARNING: It is unlawful to provide false information to the government when applying for federal public benefit programs per the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. §§ 3801-3812.

I certify that the above information is true and correct. I also understand that it is my responsibility to report all changes to my household composition or income within ten (10) business days of such change to my case manager or RRH program staff.

Signature: ____________________________  Date: ________________

Witness: ____________________________  Date: ________________
DATA SHARING THROUGH CASEWORTHY: HOMELESS MANAGEMENT INFORMATION SYSTEMS (HMIS)

What is Homeless Management Information System?
A local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.

Is the Client’s Information Protected?
The name and any identifying information of the client and members of their family are redacted to protect the client’s privacy and ensure safety of the household. i.e. names, birthdates, SS#, address, etc.

How is this database used to assist RRH clients?
Using the client’s unique HMIS identifier, ACT will enter service data to complete a request. When enrolling a client in the database, no identifying information is added to HMIS.
WHAT DO I DO IF I’M HAVING ISSUES WITH HMIS?

Contact Nutmeg IT Help Desk:
Nutmeg IT Help Desk  helpdesk@nutmegit.com
SUBMITTING INITIAL REQUEST FOR LEASE UP

What Forms Are Required?

1. *Income Verification
2. *IRS Form W9
3. Verification of Ownership
4. *Client Lease Agreement
5. VAWA Lease Addendum
6. *Rent Reasonableness
7. Housing Habitability Checklist
8. *Homelessness Verification
9. *HMIS Release of Information
10. Housing Stabilization Plan
11. Document Checklist
12. *HQS Inspection Form

Conditional Documents

1. RRH Exception Form
2. *Lead Form
3. *Costal Map if located in a coastal community
4. *Recertification

* = Currently required by H.U.D. (COVID Protocol)
IRS W9 FORM

The IRS Form is required by any individual who is a private contractor (an individual being paid for services i.e. rental fees). This form is used to verify the name of the rental unit’s owner and their Taxpayer Identification Number (TIN).

Common W9 Issues

Some landlords have multiple companies and multiple EINs. If this information does not match a request cannot be processed.

- W9 is unsigned by property owner
- TIN or EIN does not match IRS records
Verification of Ownership

Verification of ownership verifies who the appropriate person to be paid is. Most often, landlords will provide a copy of the deed or an IRS form proving that they own the unit being rented.

It is important that the information on the W9, verification of ownership, and the lease all match. Any conflicting information between these documents could potentially result in a delay in processing requests.
The lease agreement should include property address & signatures from the landlord/ client. The lease should also include the timeframe of the client’s lease.

*All leases should be no more or less than 1 year.

Some landlords are reluctant to sign leases without initial payment. In this situation, requests will be approved on a case by case basis. However, subsequent request will require a signed lease.

*1 year lease term Waived during the Covid-19 Pandemic
THE VAWA LEASE ADDENDUM

The VAWA lease addendum ensures that there are protections in place for the tenant in the event they may experience a domestic violence situation. This form is required regardless of the client’s gender.

This form must be completed by anyone 18+ even if they’re not the head of household and is required regardless of the client’s gender.
Rent reasonableness is required by HUD for all Public Housing Agencies (PHAs).

Intent:
- Ensures that government funds are put to best use and rent falls within Fair Market Rate (FMR)
- Ensures equal opportunity in selection of high quality housing
- Protects subsidy funds from price gouging
HOUSING HABITABILITY- INSPECTION CHECKLIST

CT Rapid Rehousing Programs are designated for homeless individuals and families only.

The homelessness verification form must be completed at the time the initial application is submitted.

Client must meet HUD’S definition of literally homeless

The Case Manager must submit proof of homelessness (i.e. letter from shelter staff (not needed if the shelter enters data into HMIS) or a letter from outreach or unsheltered populations.

*
HOMELESSNESS VERIFICATION

CT Rapid Rehousing Programs are designated for homeless individuals and families only.

The homelessness verification form must be completed at the time the initial application is submitted.

Client must meet HUDS definition of literally homeless

The Case Manager must submit 3rd party proof of homelessness (i.e. letter from shelter staff or counselor or notarized letter).

Shelter program enrollment will not suffice as Homelessness Verification
HMIS RELEASE OF INFORMATION

The HMIS Release of Information allows ACT to input service data to process the client’s request for assistance.

All sections of form must be filled out and no blank lines may remain for document to be complete.
RRH EXCEPTION FORM

The RRH Exception form is used in the event a client has selected an apartment that is over the Fair Market Rate (FMR). In the event that this should happen, the program’s leadership staff should approve the request before it is submitted to ACT.

This form is also used in the event a client may need assistance for more than the standard 12 month length of the RRH program.
The housing stabilization plan is essentially a service plan. The Case Manager will work with the client to identify goals and action steps they will work towards while in the RRH program.

By completing this form, the client will develop a long term strategy for maintaining their housing even after exiting the RRH program.
The Case Manager should utilize the document checklist to keep track of what has been completed and received from the client. This checklist must be submitted along with required request documents.
REOCCURRING REQUEST FOR ASSISTANCE

A funds request form is required for reoccurring requests. The FSR informs ACT’s finance department of the amount of rent that needs to be paid and who that rent is being paid to.

This should be uploaded into HMIS before emailing ACT about any reoccurring requests. The service request allows Case Managers to check the status of their request.
Recertification determines whether or not a client is still eligible for services as their situation may change from the time they initially applies for assistance.

This form needs to be completed every 90 days from the time the client is initially approved.
IMPORTANT SERVICE REQUEST FORM FIELDS

Enrollment

The program that the client is enrolled into (i.e. YHDP, ESG ODFC)

*The enrollment must match the provider in order to be processed

Service

What the service request is for. This includes rental assistance, security deposit

Payee

Is the Landlord to be paid. The payment portion of the FSR is important because its where the check will be mailed

Reference

Refers to the service type. For example, if the request is for April then the reference name would be “April’s Rent” or if it’s in initial request it would labeled “April’s Initial Rent” or “April’s Initial Security Deposit”
AFTER DOCUMENTATION IS COLLECTED

All documentation for initial requests should first be submitted to ACT via email at Community_Assistance@Act-CT.Org. Emails should specify the type of application, month, year and HMIS ID of the client in the body or subject line. Any Case Manager planning to fax documentation should email first to advise that documentation is being sent over.

Once and initial request is approved, the Case Manager will submit a reoccurring request on a monthly basis.
Reference Date
The date the service request referring to

Due Date
The day the rent is due. Which is usually the first of the month. Ex: Aprils rent due date would be 04/01/2020

Unit Quantity
Should always be “1”, unless you are paying for additional months’ of security
I.E. the unit rate would be “2” if the client lease is requiring two months’ security.

Unit Amount
The actual amount of rent/security deposit
REQUEST STATUS

ACT has created a google spreadsheet to track initial and ongoing applications. When an Advocate submits a request, ACT will update the spreadsheet to reflect the status in real time. Requests can be listed as:

**Approved**

Once payment is made, the RRH coordinator will go in and release the FSR, and the status will change to Approval-Accepted.

**Pending**

Indicates that there is an issue. The Advocate will get an email from ACT RRH team advising of what is needed to move forward with processing.

**Rejected**

If your submission is rejected, it is because you have incorrectly submitted the application (missing type, HMIS, or month).
SUBMITTING REOCCURRING REQUEST FOR ASSISTANCE

Reoccurring requests should be submitted before the 20th of every month to ensure timely payment of rent for the following month and should be emailed to

Community_Assistance@Act-CT.Org
RRH TICKETING SYSTEM PROVIDER WORKFLOW

Submitting Applications

Beginning with **October 2020** Rents

- Send only **ONE** email per HMIS ID
  - EMAIL ADDRESS: **community_assistance@act-ct.org**
  - Subject Line = HMIS ID + type of Application (**Initial**, **Ongoing**, **Recert**) + Month of assistance

- You will receive a confirmation email that your submission has been received and a ticket number will be automatically generated

- ACT Staff will assign your ticket to team member for review

- You will receive an email stating who your submission has been assigned to
RRH TICKETING SYSTEM PROVIDER WORKFLOW

If **approved** (no errors)

- When your submission has been reviewed and approved, you will receive another update that your submission has been forwarded to our finance department

If **pending** (errors/missing information)

- If your submission is pending, for whatever reason, you will receive an email that your submission is pending with detailed information requesting further information to complete the application
- You will receive an email every 48 hours until the information has been received

If **Rejected Applications**

Incorrectly submitted applications (no client ID/month/type of application) will be returned to sender and can be resubmitted
FINAL STEPS/PAYMENTS

If pending (errors/missing information)

- If there is a problem with the application: for example, TIN mismatch, FSR mismatch with W9, etc. you will receive an email with detailed information and your ticket will be placed in pending status.

- You will receive an email every 48 hours until the information has been received.

- When information is received, finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed.

- ACT Staff will upload checks to HMIS & Release FSR.
FINAL STEPS/PAYMENTS

If approved (no errors)

- Finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed
- ACT Staff will upload checks to HMIS & Release FSR
Case Manager (CM)/Housing Specialist (HS) emails single application to Community_assistance@Act-CT. Org

- Subject Line = HMIS ID + type of Application (Initial, Ongoing, Recert) + Month of assistance

CM/HS receives confirmation email with Ticket number.
- RRH Staff assigns application to processor

Completed Application delivered to Finance Department (CM/HS notified via email)

Finance Department verifies TIN* (new vendors)

TIN Mismatch/Illegible – Applicant is contacted and notified to contact landlord to obtain corrected documents

TIN Match: Checks are scanned and uploaded into HMIS. FSR released within 5 business days of mailing check. Applicant notified when check is mailed via email

Incomplete Application placed in pending status. CM/HS contacted regarding missing/incorrect items

CM/CA makes corrections and contacts RRH Staff to notify items are completed/uploaded/uploaded to HMIS

CM/HS receives confirmation email with Ticket number.

Ideal Timeline: Five Business Days

*TIN = Tax ID Number – if this number is incorrect, it can delay processing request. All TIN’s must match IRS Records
ONGOING REQUEST PROCESS FLOW (RRH, YHDP)

Ideal Timeline: Five Business Days

Case Manager (CM)/Client Housing Specialist (HS) submits request via HMIS & emails community_assistance@act-ct.org
Subject Line = HMIS ID + type of Application (Initial, Ongoing, Recert) + Month of assistance

RRH Staff assigns application to processor and processes (recertification forms needed every 90 days)

Completed Application delivered to Finance Department. (CM/HS notified via email)

Finance Department reviews, cuts check & mails to vendor.

Approval Checks are scanned and uploaded into HMIS. FSR released within 5 business days of mailing check

Incomplete Application placed in pending status. CM/HS contacted regarding missing/incorrect items
CM/HS makes corrections and contacts RRH Staff to notify items are uploaded to HMIS (reply to ticket thread)
Paperwork Requirements for Initial Lease-Up

Until the State of CT lifts the Declaration of Public Health and Civil Preparedness Emergency enacted by Governor Lamont on March 10, 2020, the following paperwork will be required:

- Rapid Re-Housing Fund Request Checklist (page 1 only)
- Homeless Verification
- HQS Inspection
- If in a coastal community, complete the CBRS Map
- Rent Reasonableness Checklist
- Lead Disclosure
- Lease
- Landlord W-9
- (YHDP) DOB Documentation
- Complete program enrollment in HMIS ("Statewide ESG Emergency Rapid Exit")
- Complete Financial Service Request (FSR) in HMIS

**In the event that staff are required to work from home by their agency of employment, electronic signatures are acceptable.**
SPECIAL CONSIDERATION FOR COVID-19

Exception Forms

For clients who are nearing their 1 year program enrollment anniversary, providers do not need to submit an Exception Form to continue to serve households with income at or below 50% AMI beyond 12 months. However, HUD continues to require that annual assessments (based on program enrollment date) be completed in HMIS and that annual HQS inspections be conducted for clients who are receiving rental assistance beyond.
ACT CONTACTS

Abreka Hawkins, Rapid Rehousing Coordinator
AHawkins@Act-CT.org/RRH@Act-CT.Org
860-247-2437 x 304

Brennden Colbert, Rapid Rehousing Coordinator
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RESOURCES

https://www.cceh.org/provider-resources/rapid-rehousing/
http://www.ctcadv.org/projects-initiatives/housing-advocacy/
https://www.hudexchange.info/homelessness-assistance/domestic-violence/
https://www.justice.gov/ovw


Questions?

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