

Combined RFP Activity Definitions and Compliance

Street Outreach

24 CFR 576 (specifically 576.401, 576.500, 576.100)

Street Outreach is characterized as engagement, emergency care and services to unsheltered persons. Program activities include:

- Engage unsheltered persons and connect them with emergency shelter, housing, or critical services
- Provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility
- Provide case management services to assess housing and service needs, arrange, coordinate, and monitor the delivery of individualized services to meet the needs of program participants
- Connect persons with emergency health services and/or emergency mental health services
- Transportation
- Services to special populations (homeless youth, victim services and people living with HIV/Aids)

Emergency Shelter

24 CFR 576 (specifically 576.102)

Emergency Shelter funding pays for costs associated with providing essential services to homeless people in emergency shelters and operating expenses.

Essential services include, but are not limited to: child care; education services; employment assistance and job training; outpatient health services (if other resources are not available); legal services; life skills training; mental health services (if other resources are not available); substance abuse treatment (if other resources are not available); transportation; and services for special population (homeless youth, victim services and people living with HIV/Aids)

Shelter operations include, but are not limited to: rent, security, fuel, equipment, insurance, utilities, food, furnishings and supplies.

Rapid Rehousing

24 CFR 576 (specifically 576.401, 576.104, 576.500)

Rapid Rehousing funding is an intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing. This funding may be used to serve persons who are homeless according to Category I or IV of HUD's homeless definition. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household. Homeless Households who qualify will not need permanent supports to remain in housing. Households are not required to wait in temporary housing while they attend classes, acquire skills or otherwise demonstrate a given level of housing readiness.

Housing relocation and stabilization services (24 CFR 576.105) include:

- Housing search and placement: services or activities necessary to assist program participants in locating, obtaining and retaining suitable permanent housing.

- Housing stability case management: assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for the program participant in permanent housing or to assist the program participant in overcoming immediate barriers to obtaining housing by:
 - Conducting the initial evaluation required by 576.401(a) including verifying and documenting eligibility for individuals and families applying for homelessness prevention or rapid re-housing assistance.
 - Counseling
 - Developing, securing and coordinating services and obtaining Federal, State and local benefits
 - Providing information and referral
 - Developing an individualized housing and service plan, including strategies for permanent housing stability
 - Monitoring and evaluation of client progress
 - Conducting re-evaluations required under 576.401(b)
- Mediation between the program participant and the owner or person(s) where the program participant is living, provided that the mediation is necessary to prevent the program participant from losing the permanent housing in which the program participant currently resides.
- Legal services for advice and representation by attorneys licensed and in good standing with the bar and by person(s) under the supervision of the licensed attorney, regarding matters that interfere with the program participant's ability to obtain and retain housing.
- Credit counseling repair and other services necessary to assist program participants with critical skills related to household budgeting, managing money, accessing a free personal credit report, and resolving personal credit problems. This assistance does not include the payment or modification of debt.

Rapid Rehousing financial assistance includes:

- Payments to utility companies and other third parties for the following costs: rental application fees; security deposits that equal no more than two months' rent; last month's rent (may be paid in addition to security deposit); standard utility deposit required by the utility company for gas, electric, water and sewage; utility and rent arrears payments including up to a total of six months of utility and/or rental arrears to support homeless individuals and families in moving as quickly as possible into permanent housing and to achieve stability in that housing; and moving expenses including truck rental or hiring a moving company, temporary storage fees for up to 3 months, provided that the fees are accrued after the date the program participant begins receiving assistance under 24 CFR 576.105(b) and before the program participant move into permanent housing.

Required Elements of Raleigh/Wake Re-Housing Program:

Raleigh/Wake County Rapid Rehousing Standards, additional guidance and funding caps for this activity:

- The recipient household is homeless, living in a shelter within the Raleigh/Wake geographic area.
- Rapid re-housing provider has a memo of agreement with a shelter that specifies the manner and process for making and accepting referrals, and details services that are provided by each.
- Rapid Rehousing Agencies must accept only referrals for a client who's VI-SPDAT score indicates that they should be referred for Rapid Rehousing (scores that range from 4-7).
- Direct financial assistance on behalf a participant is authorized up to \$3,000. The provider may request additional direct financial assistance above the spending cap in writing for a specific household.
- Rapid re-housing provider must offer a distinct array of services for each Level of Service¹ offered within its program.

- Rapid re-housing provider must ensure that their program includes all the core components² of a rapid re-housing program.
- Rapid re-housing provider must conduct in-home visits for the duration of the stabilizing period, and develop a tracking mechanism to report sustain stability at 12 month housed mark.
- Rapid re-housing provider must conduct a housing inspection to ensure that safety of the unit where a recipient household is being placed.

Raleigh/Wake County Rapid Rehousing Service Levels:

Rapid Re-housing is an emerging best practice and is being used in communities across the nation to assist households experiencing homelessness who have varying levels of barriers. It is the intent of the funders, to make funding available to applicants whose proposals clearly demonstrate their ability to tailor programming to specific sub-groups by service levels the correspond with barrier rating scales as endorsed by the National Alliance to End Homelessness (*Rapid Rehousing: Creating Programs that Work*).

- **Level One – The household will need minimal assistance to obtain and retain housing**
 [Household has no criminal history; established local rental history; not evictions; credit history good with the exception of a few late utility and credit card payments]
 RRH Services: financial assistance for start-up, initial consultation on housing search, time limited rental assistance, home visit after move it; services for approximately three months
- **Level Two – The household will need routine assistance to obtain and retain housing**
 [Household has no serious criminal history; limited rental history; 1-2 explainable evictions; credit history shows a pattern of late or missed payments]
 RRH Services: financial assistance for start-up, initial consultation and on-going assistance with housing search, housing plan to work on identified retention barriers, time limited rental assistance, weekly home visits for the first two months- then reduce to biweekly, then monthly; services for approximately six months
- **Level Three – The household will need more intensive assistance to obtain and retain housing**
 [Household has some criminal history but none involving drugs or serious crimes against persons or property; rental history includes up to 3 evictions; complaints by other tenants; credit history includes late payments and possible court judgments]
 RRH Services: financial assistance for start-up, initial consultation and on-going assistance with housing search, housing plan to work on identified retention barriers, time limited rental assistance, weekly home visits for the first two months- then reduce to biweekly, then monthly; inclusion of unannounced home visits services for nine months; monthly home visit check in for 12 months
- **Level Four – The household will need more intensive and longer assistance to obtain and retain housing**
 [Household has criminal history, may include drugs or serious crimes against persons or property; rental history includes up to 5 evictions; complaints by other tenants; credit history includes late payments and possible court judgments]
 RRH Services: financial assistance for start-up, initial consultation and on-going assistance with housing search, housing plan to work on identified retention barriers, time limited rental assistance, weekly home visits for the first two months- then reduce to biweekly, then monthly; inclusion of unannounced home visits services for 12 months; monthly home visit check in for additional 12 months

Raleigh/Wake County Rapid Rehousing Required Core Components:

Housing Identification

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.
- Assist households to find and secure appropriate rental housing.

Rent and Move-In Assistance (Financial)

- Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance (typically six months or less) necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

Rapid Re-housing Case Management and Services

Case Management services are authorized up to \$1,100 at approximately 40 hours. The provider may request additional reimbursement for case management services above the spending cap in writing for a specific household. Rehousing Case Management services generally include, but are not limited to:

- Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- Help individuals and families negotiate manageable and appropriate lease agreements with landlords.
- Make appropriate and time-limited services and supports available to families and individuals to allow them to stabilize quickly in permanent housing.
- Monitor participants' housing stability and be available to resolve crises, at a minimum during the time rapid re-housing assistance is provided.
- Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals. This includes providing or ensuring that the household has access to resources related to benefits, employment and community-based services (if needed/appropriate) so that they can sustain rent payments independently when rental assistance ends.
- Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary. Unless basic, program-related case management is required by statute or regulation, participation in services should not be required to receive rapid re-housing assistance.

Homeless Prevention

24 CFR 576 (specifically 576.103, 576.401, 576.500)

Homeless Prevention targets services and resources to households that are most likely to become homeless. As most households that experience a housing crisis do not become homeless, programs must use historical documentation to create criteria for assessing a household's risk of becoming homeless.

Housing relocation and stabilization services and financial assistance can be utilized to accomplish prevention and are the same as the described in Rapid Re-Housing above, though for individuals and families who are not homeless, but are at-risk of homelessness and at or below 30% of area median income (24 CFR 5.609).

Compliance, Record Keeping, and Reporting

Agencies will keep and maintain or will cause to be maintained at their expense and in accordance with generally accepted accounting principles, proper and accurate books, records and accounts reflecting all items of income and expense in connection with the contracted program and in connection with any services, materials, equipment or furnishings provided. Client records will be maintained and include all aspects of services provided, including hours of case management and services.

Monthly reports are due by the 10th of each month. The reports will reflect monthly and year-to-date outcomes in a format approved by the Combined Funders. Ensure that your most recent HMIS data quality report shows that at least 95% of clients enrolled have complete HUD data elements. Any outcome data that cannot be tracked by HMIS can be reported on ad hoc monthly report developed by the agency. The format must be approved by the Combined Funders. Agencies that are funded by the Partnership will have a contract with State of North Carolina and are required to submit a duplicate of their invoice to the Partnership when requesting funds from the State.

Agencies will furnish in a timely fashion and upon reasonable advance notice, information in such form as the Combined Funders may reasonably request to demonstrate compliance with the program and eligibility of the client to facilitate any periodic reporting that the Combined Funders may be required to make as a part of the program.

The agencies shall allow the Combined Funders to inspect all records pertaining to the program at reasonable times during regular business hours. The agencies also agree that it will supply such financial records, information and verifications, as may be requested by the Combined Funders.