

For new program participants:

THE

RAPID REHOUSING

PROGRAM



WELCOME HANDBOOK



Rapid Rehousing Overview

Welcome to Rapid Rehousing!

We are excited to welcome you to the Rapid Rehousing (RRH) Program! The goal of RRH is to help you transition out of homelessness and into your own housing. Along the way, we will guide and support you to achieve the goals you set for yourself.

Our Commitment to You:

We will do all we can to make sure you have all the tools you need to make a smooth transition and continue to be successful once you are in your own housing.

What is Rapid Rehousing (RRH)?

Rapid Rehousing is a time-limited housing program that helps young adults experiencing homelessness transition to housing of their own.

As a participant in the program, you can expect:

- Case Management services to connect you to needed supports
- Assistance in searching for a housing unit
- Temporary Rental Assistance

More information inside!

- Your RRH Team
- Program Guidelines
- The Housing Search Process

Your RRH Team



We are committed to your success and want to surround you with a team that will work alongside your family to achieve your goals! Here are some members of your Rapid Rehousing Support Team:

Your Name

You:

You are at the center of your RRH Team. Your needs and goals will shape your case plan and the program

Case Manager

Your Case Manager will work with you throughout your time in the RRH program and help you search for housing, connect to and community resources.



Housing Locator Team

Though you will not meet the Housing Locator Team in person, it is important that you know there are a team of housing experts working to help get you housed. Your Case Manager works directly with HLT to get you housed!

Your Supports:

We want you to be able to choose who is part of your RRH Support Team.

So, tell your case manager about other agencies you are working with or important friends and family you want to involve in your case plans.

Your Case Manager can coordinate with anyone you choose to help support you during your time in RRH.



RRH Guidelines

In order to start and continue receiving RRH assistance, the following program guidelines will apply:

START



Participation looks like:

Honesty - RRH cannot help persons that are already getting rental assistance from another agency. Please let your Case Manager know if you are already receiving assistance from another agency

Initiative - You will establish goals for yourself and meet with your Case Manager at least once a month to check on your progress.

Hardwork - Your effort will determine how you progress the RRH program and if additional housing and rental supports are available to you, should you need it.

Exiting the program looks like:

An Exit from the RRH Program may occur if:

- You successfully complete the program**
- Your income increases and is over program eligibility guidelines
- You move out of the tri-county area (Orange, Seminole, Osceola)
- You voluntarily decide to leave the program
- You are not meeting at least monthly with your case manager
- You are not actively engaging in your goal or stability planning
- You are not communicating with your case manager for 30 days or more

FINISH



** RRH participants who complete the program are offered additional case management for up to 3 months



Finding Your Home

There are many things to consider when choosing a home for yourself. It is important to know that we want to pair you with a home that fits your needs, and that meets the requirements of the RRH program.

Finding Home that Fits Your Needs

- You and your case manager completes a housing needs form that gets sent to the housing location team.
- You will actively look for housing options that you like and send those to your Case Manager. Before sending to your case manager, make sure you:
 - Go see the unit in person with a trusted friend or family member
 - Ask the landlord if there are any units available
 - Ask the landlord if they accept third party payments
- Your Case Manager will also send you housing options based on your preferences so make sure you go see units in person and let your Case Manager know if you want to apply.

RRH Requirements for Housing Units

The Housing Locator Team will work with you and your Case Manager to make sure the home you select meets the requirements for the RRH program. The following requirements need to be met:

- The home you choose has to have rent that is below the "Fair Market Rent" for homes of the same size.
- Your home must meet minimum housing quality standards. The Housing Locator Team will make sure your home meets these standards by completing a housing inspection prior to move in.
- Landlords have to be willing to work with the RRH program.

Housing Need Form

Housing Search

Rental Application

Housing Inspection

Sign Lease

Welcome Home!





Let's Talk Money

Example Of A Monthly Rent Schedule:

24 Month Program Model		12 Month Program Model	
Length of Time	Example Youth Portion (assume \$850 rent)	Length of Time	Example Youth Portion (assume \$850 rent)
1-3 months: 0-10%	\$0-85	1-3 months: 0-10%	\$0-85
4-6 months: 15%	\$130	4-6 months: 15-20%	\$130-170
7-9 months: 20%	\$170	7-9 months: 30-40%	\$255-340
10-12 months: 35%	\$300	10 months: 50-60%	\$425-560
13-18 months: 50%	\$425	11 months: 70-75%	\$595-640
19-21 months: 75%	\$640	12 Months: 85-100%	\$723-850
22-24 months: 100%	\$850		

What Is Your Monthly Budget?

24 Month Program Model		12 Month Program Model	
Length of Time	Example Youth Portion	Length of Time	Example Youth Portion
1-3 months: 0-10%		1-3 months: 0-10%	
4-6 months: 15%		4-6 months: 15-20%	
7-9 months: 20%		7-9 months: 30-40%	
10-12 months: 35%		10 months: 50-60%	
13-18 months: 50%		11 months: 70-75%	
19-21 months: 75%		12 Months: 85-100%	
22-24 months: 100%			



Let's Talk Money: Paycheck Budgeting

Income

First Paycheck: \$ _____
Second Paycheck: \$ _____
SNAP/Food Stamps \$ _____

Total Income \$ _____
Total Bills (-) \$ _____
 (=) \$ _____

Total Income \$ _____
(Add up all the Bills)

Bills/Expenses

Housing \$ _____

Utilities \$ _____

Gas _____
Electric _____
Water _____

Auto Expenses \$ _____

Payment _____
Gas _____
Repairs _____

Transportation \$ _____

(Bus, Uber, Lyft)

Groceries \$ _____

Day Care & Child Needs \$ _____

Medical Needs/Bills \$ _____

Credit Card/Other Loan \$ _____

Phone/Television/Internet \$ _____

Other \$ _____

Total Bills \$ _____
(Add up all the Bills)



Welcome Home!

My new address is: _____

Apartment/Unit #: _____

Mailbox # _____

UTILITY INFORMATION

Service provider name: _____

Customer service number: _____

Account number: _____

When is my utility bill due? _____

How do I pay my bill? _____

What to do if I can't pay my bill? _____

LANDLORD /PROPERTY MANAGER INFORMATION

Name: _____

Phone number: _____

Email: _____

RENT

How much is my rent? _____

When is rent due? _____

When is rent late? _____

How much is a late fee? _____

I have to notify the landlord if I am renewing my lease by this date: _____

Lease start date: _____

Lease end date: _____



Housing 101

MAINTENANCE

How do I submit a maintenance request? _____

How many times should I follow up about my maintenance request? _____

What to do if my maintenance request is not taken care of? _____

PET POLICY

Am I allowed to have a pet? Yes _____ or No _____

How much does it cost to have a pet? _____

IMPORTANT NUMBERS

Police or Ambulance: 911

Poison Control: (800) 222-1222

National Suicide Prevention Lifeline: (800) 273-8255 (24 hour helpline)

Victim Service Center of Central Florida: (407) 500-4325 (24 hour helpline)



IMPORTANT REMINDER:

If a friend or family comes to you wanting help with housing or asking to stay at your place please have them call 211 for assistance and notify your case manager of the situation so they can offer resources if needed.



Recommendations for Participant Success

Below are some suggestions we believe will improve engagement and your opportunity to be successful in this RRH program.

Your job as the Decision Maker:

- Identify goals that you believe will help you achieve independence rapidly
- Take "real" action steps to meet your goals (with help from your Case Manager)
- **Give yourself the best opportunity for success and permanency!**

Expectations of YOU as a Decision Maker:

- **Openness to trying new things and a willingness to be creative!**
- Working hard on the goals you have set for yourself by keeping appointments and sticking to the deadlines.
- Immediately telling your Case Manager about any issues that come up. Practice being open and honest about concerns, mistakes, feelings, thoughts, really anything that is going on with you - **This is a judgement free zone!**
- Telling your Case Manager when changing phone numbers or email addresses
- Telling your Case Manager if you want someone new to move into your apartment, they will help you do this the *right way* to avoid jeopardizing your housing.
- Attending all appointments made with your Case Manager. It's **YOUR** responsibility to immediately notify your Case Manager if you can't make an appointment. **Always leave a text or voice mail if the Case Manager is unavailable.**
- Paying bills - once housed you will have **BILLS** that may include rent, utilities or damage fees. You will be responsible for **ALL** portions of these expenses when they are due (as stated on leases or roommate agreements). **If you are unable to pay your rent, utilities or damage fees (if charged) notify your Case Manager immediately to make arrangements.**
- Speaking up when you are unsatisfied with your case manager or the services. Try to resolve any issues directly with them and if they cannot be resolved, ask to speak with the RRH Program Manager. **We value your feelings!**



Recommendations for Provider Success

In Rapid Rehousing, we want to work together as a team. In a team, it is important for everyone to understand their Roles and Responsibilities. Here are the Roles and Responsibilities for RRH Case Managers.

Case Manager Roles:

- Guide you in creating a plan for independence that makes sense for your life
- Connect you to community resources that will help you achieve your goals
- Give honest feedback about your progress in the program

Case Manager Responsibilities:

- Work alongside you to develop a plan to help reach your goals.
- Coordinate all meetings and appointments with you; giving consideration to the dates and times that work best for you and your schedule.
- Complete a Communication Agreement with you so we know how and when to contact each other.
- Assist you in searching for a housing unit that works for you, Being present for your lease signing when you find your place and helping you understand the rules and expectations of your new apartment.
- If you identify a need, your Case Manager will work to help you identify a solution. This might look like referrals to other agencies to better assist you. **Your needs may vary and your case manager understand that and want to help!**
- With you permission, your Case Manager can also help coordinate services with other agencies you may already be working with.
- Case Managers will provide you with the RRH Program Manager's information so that you know who to contact if at any point you aren't satisfied with the services your Case Manager is providing and you have not been able to resolve the issue with the Case Manager on your own.



You are being housed! What else do you want to do?

1) What are your short term goals?

2) What are your long term goals?

Add a little bit of body text

3) What do you hope to gain out of this program?

4) In this program, I am required to meet with you at least once a month, will this be an issue for you? If so, please

explain: _____

5) What is your main form of contact?



We want to hear from you!

6) Do you prefer text messages or phone calls?

7) Do you listen to your voicemails?

8) How often do you check you email if you have one?

9) Who can I list as your Emergency Contact if I cannot reach you?

COMMUNICATION AGREEMENT

My Case Manager and I will speak (these many days a week)_____

My preferred method of contact is_____

I will respond to my Case Managers calls, emails or text within_____

My Case Manager will respond to MY calls, emails or text within_____



For Your Information

Getting Housed

- If you are determined to be housed and stick out the process you will find housing!
- RRH is a time limited supportive service that creates a stepping stone for securing and maintaining housing.
- The unit selection is determined by apartment/unit size, number of rooms, number of people in the family, housing quality standards and fair market pricing.
- In the RRH program, you have a team willing to help resolve issues that may threaten your housing stability, including conflicts with landlords.
- Housing wont solve all of your problems but it's a starting point for getting whatever help is needed for you to best care for yourself



Staying Housed

- Employment is not a requirement to access RRH but young adults who enter the program must be able to afford their rent during and after temporary program assistance ends.
- You will be expected to pay a portion of your rent while in the program. During your time in the program, your portion of rent will increase month to month based on your finances.
- You are financially responsible for late fees associated with your rent and any other costs associated with damages caused to your new housing unit.
- After you sign a lease, you are responsible for the full lease term and the lease is a legally binding agreement. So, Take your time when looking for a unit and make sure the unit is a good fit.
- Rehousing is very costly and can only be granted for very specific reasons, such as:
 - Domestic Violence (that has been documented)
 - You have applied to and been approved for move into a tax credit property that has a much lower rent than where you currently live
 - Unit does not pass HUD's Housing Quality Standards inspection after a Landlord has been given a good amount of time to fix the problem



For Your Information

What to do if you are a victim of a crime:

- Crime happens in all counties!
In the RRH program you will not be approved for a move due to neighborhood crime. Please learn about the location before signing the lease.
- If something bad or dangerous happens that is out of my control please tell your Case Manager right away and they will tell the Housing Locator Team.
- Everyone will work together to find a solution. Every situation is different, and so, each situation is handled on a case by case basis.



What to do if you need something repaired:

- If you are having home repair issues, the first step should be to tell the Property Manager (and document it via text, online portal, or written notice).
- Ask your Case Manager for help if your concerns go ignored by the Property Manager.





GLOSSARY

Case Manager

helper, guide, and advocate

Case Management

a collaborative process of assessment, planning, and advocacy for services to meet an individual's and family's comprehensive needs through communication and available resources to promote stability, safety, improved quality of life.

Case Plan

detailed list of activities used to outline and guide in overcoming challenges to achieve stability

Efficiency

a small unit, usually consisting a single room. Also know as a studio.

Fair Market Rent (FMR)

rent amounts, including utilities (except telephone), to rent privately owned, existing, decent, safe and sanitary rental housing. The Fair Market Rent rate was created by HUD to be used as a basis for paying federal housing assistance programs like RRH or Section 8

Goal

the desired result that a person or group plans and commits to achieve

Grievance Policy

process to address concerns, problems or complaints



GLOSSARY

Housing Needs Form

a document used to identify your housing preferences

Housing Search

the time it takes to find housing

Housing Quality Standards (HQS)

the HUD minimum quality standards for tenant -based programs to ensure a unit is safe, sanitary and decent HQS standards are required both at initial occupancy and during the term of the lease

Housing & Urban Development (HUD)

the Federal agency responsible for national policy and programs that address America's housing needs that improve and develop the Nation's communities and enforce fair housing laws.

Lease

a legal binding contract between tenant and landlords for use of a property

Rapid Rehousing (RRH)

a short-term housing program that helps families experiencing homelessness to transition to housing of their own

Temporary Assistance

help for a short period of time; not permanent



NOTES

My Case Manager: _____

Contact #: _____

Contact Email: _____

NOTES



My Case Manager: _____

Contact #: _____

Contact Email: _____

