

For New Program Participants

THE
RAPID
REHOUSING
PROGRAM



WELCOME HANDBOOK



WELCOME

We are excited to begin this journey into housing with you!

So...**What Is Rapid Rehousing (RRH)?**

RRH is a short-term housing intervention that helps families experiencing homelessness transition into housing of their own.

What you can expect as a participant:

- **Case Management:** Support from a trained helper to come alongside you to help you achieve the vision you have for yourself and family. You will also be connected to resources such as employment, education, medical and mental health support, if you need or want them.
- **Housing Search:** Assistance searching for housing for you and your family.
- **Temporary Rental Assistance:** Time-limited financial support to help you get into housing and cover a few months of rent while you get on your feet.

In RRH our goals are simple:

- Help you achieve the vision you have for yourself and your family.
- Help you and your family exit homelessness and get into housing as quickly as possible and have the resources to sustain.

What's Inside?

Meet Your Team + Program Guidelines + Housing Needs + Dream Sheet + much more!



Your Supportive Housing Team

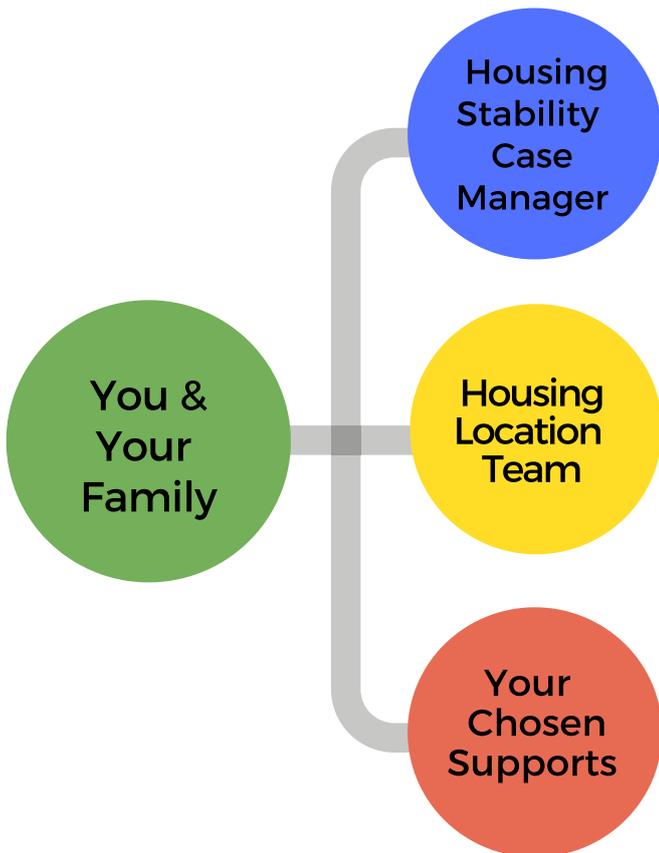
WE ARE COMMITTED TO YOUR SUCCESS AND WANT TO SURROUND YOU WITH A TEAM THAT WILL WORK ALONGSIDE YOU AND YOUR FAMILY TO ACHIEVE YOUR GOALS!

You & Your Family

You and your family are the leaders of your RRH team. Your needs and goals will shape your housing stability plan and how you transition through the program.

Housing Stability Case Manager

Your Case Manager will work with you and your family during your time in the program. They will help you search for housing, connect to community resources and address the needs you and your family have.



Team Success Tip!

There is no case manager that can have all the answers, so it is important to work together to identify challenges so the best support can be provided.

You and your case manager will need to come together to decide how you will work with one another. To help, some guidelines have been laid out in the upcoming pages - see the Team Roles page.

Your Chosen Supports

HAVING SUPPORT CAN HELP PEOPLE ACHIEVE LASTING RESULTS.

You will work with your Case Manager to choose the people you believe can help you achieve your goals while in RRH. You are welcome to write down anyone you would like to have on your support team in the boxes below:

<p>Family you are close to:</p> <ol style="list-style-type: none">1.2.3.	<p>Friends you are in touch with:</p> <ol style="list-style-type: none">1.2.3.
<p>Trained helpers in your life (counselor, DCF worker, probation officer, lawyer):</p> <ol style="list-style-type: none">1.2.3.	<p>Other supports in your life (sponsor, support group):</p> <ol style="list-style-type: none">1.2.3.

Supportive Housing Guidelines

TO ENSURE YOU AND YOUR FAMILY'S GOALS ARE ACHIEVED

PARTICIPATION MAY LOOK LIKE:

- Making decisions for your family.
- Creating goals to address housing stability, employment and other important needs.
- Paying and increasing your portion of your rent while in the program.
- Meeting with your Case Manager at least once a month to check on your progress in the program.

Note: During the monthly home visits you and your case manager discuss the amount of rental assistance your family needs.

PROGRAM EXIT MAY LOOK LIKE:

- Successfully completing the program with the tools and resources to meet daily needs.
- Leaving the program voluntarily.
- Relocating outside the tri-county area (Orange, Seminole, Osceola counties).
- No longer meeting monthly with a case manager to actively work on you and/or your family's goals.
- Stopping communication with your Case Manager for 30 days or more.

Note: If a family enrolls into RRH with minor children but during services the children leave the household and no longer reside in the home exit from the program may occur.



Finding A Home: Housing Search

There are many things to consider when choosing a home for your family. It is important to know that barriers such as previous evictions, criminal justice involvement and/or having low, fixed or no income may prolong housing search time.

This phase is known as **Housing Search**; in this phase you and your Case Manager exchange leads and follow up on potential units. During this phase it is important to respond quickly to leads you are interested in so you don't miss out on units that you like!

TO HELP FIND A HOME THAT FITS YOUR NEEDS, HERE ARE SOME THINGS YOU WILL NEED TO DO:

- Complete a Housing Needs Form with your Case Manager that gets sent to the Housing Locator Team to start the matching process.
- Actively look for housing options that meets you and your family's needs.
- Be prepared and willing to go see potential units in person and speak with Landlords/Property Managers about available units.
- Tell your case manager if your housing needs change.

Remember:

The unit you choose in this program is just a stepping stone to exit homelessness and start planning for your future beyond the program.



YOU ARE NOT ALONE IN YOUR HOUSING SEARCH!

There is a team working to help you also get housed and we call them the Housing Location Team (HLT). They work behind the scenes with your Case Manager to help you find affordable housing and get you into housing as quickly as possible.



Finding A Home: Unit Matching

We want to help match you with a home that fits the needs of your family and that meets the Housing Quality Standards (HQS) and Fair Market Rent (FMR). The Federal Government sets these standards and your Case Manager has no control over this.

These standards are in place to make sure that housing is affordable and safe. The Housing Locator Team will make sure your home meets these standards by doing a housing inspection before you move in.

FAIR MARKET RENT EXAMPLE:



*This is just an example and does not reflect the current FMR.

Fair Market Rent

Monthly Rent amounts the Federal Government decides is affordable based on the overall housing market and cost of utilities. FMR change each year and varies based on the unit type.

Housing Quality Standards

Housing conditions the Federal Government defines as safe and livable.

Efficiency

A small unit, usually consisting of a single room; this may also be known as a studio apartment.

Finding A Home: Housing Search Reminders

Below are reminders that we hope will make finding and keeping housing easier for you and your family. Housing search is exciting and we want you to get the most out of this experience!

- A family's unit selection is determined by apartment/unit size, number of rooms, family makeup (number of family members), housing quality standards and fair market pricing.
- The lease is a legally binding agreement and once you sign a lease you are responsible for the full lease term.
 - Take your time when looking for a unit
 - Make sure the unit is a good fit (you like the layout, condition of the unit, and you are comfortable with the location before signing a lease).
- If a participant needs to leave their unit after signing a lease HLT can help but only for very specific reasons and they are:
 - Documented Domestic Violence
 - Your family has applied to and been approved to move into a tax credit property that has a much lower rent than where you currently live.
 - Unit does not pass HQS inspection after a landlord has been given a number of days to fix the problem.
- If you are having home repair issues, the first step should be to tell the property manager (and document it via text, email, online portal, or written notice). Ask your Case Manager for help if your concerns go ignored by the Property Manager within three business days.
- If something bad or dangerous happens that is out of your control please tell your Case Manager right away and they will tell the Housing Location 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.
- In the Rapid Rehousing program, you have a team willing to help resolve issues that may threaten your housing stability, including conflicts with landlords, please reach out to your team for support.

Team Roles & Responsibilities

THE LEADER (YOU)

Role: Lead and direct planning to ensure you and your family have long term stability.

The Leaders' Responsibilities:

- Create goals that will help your family achieve stability and maintain housing, such as housing and employment.
- Be open and honest when talking with your Case Manager about what is going on with your family.
- Attend all appointments you and your Case Manager schedule together and notify your Case Manager when you cannot make it.
- Pay your portion of the rent (as determined each month with your Case Manager) on the due date stated on your lease and tell your Case Manager immediately if you can not pay.
- Notify your Case Manager of new contact information (phone number, email, address, etc.)
- Work to increase income and provide proof to your Case Manager during monthly visits.

THE SUPPORTER (CASE MANAGER)

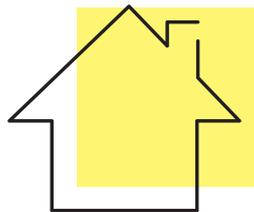
Role: Support your family to achieve stability and maintain housing by helping you identify goals and plan for them.

The Supporters' Responsibilities:

- Connect you to community resources that will help you achieve your goals.
- Coordinate meetings and appointments with you at the dates/time that work for your schedule.
- Obtain monthly financial documentation from you to assist in monthly rent calculations.
- Return your call/email within 2 business days.
- Assist you in searching for a housing unit that works for your family.
- Be there when you sign your lease to make sure you understand your lease and the rules of your landlord where you are living.
- With your permission your case manager will coordinate and work with any other agencies your family may already be working with.

Did You Know?

- Your determination to be self sufficient will aid in your success, which will make the best use of your Rapid Rehousing services.
- Rapid Rehousing programs cannot help families that are already getting rental assistance from other agencies.
- Although employment is not a requirement to access Rapid Rehousing Services, families/youth who enter the program must be able to afford their rent when the temporary program assistance ends.
- You are financially responsible for late fees associated with your rent and any other costs associated with damages caused to your new housing unit.
- If you are unsatisfied with your Case Manager and their services, talk to your Case Manager first. Try to resolve any issues directly with them. Your Case Manager will provide you with their agency "Grievance Policy". If you cannot resolve issues with your Case Manager, this policy will inform you about who to contact next.





Glossary

Case Manager	Trained helper, guide, and advocate that will provide support to you and your family
Housing Stability Plan	Detailed list of activities used to outline and guide in overcoming challenges to achieve stability
Goal	The desired result that a person or group plans and commits to achieve
Grievance Policy	Guidelines formulated to address concerns, problems or complaints
Housing Needs Form	Questionnaire used to identify your housing preferences
Lease	A binding contract between tenant and landlord for use of a property
Housing & Urban Development (HUD)	The Federal agency responsible for national policy and programs that address housing needs, improve and develop communities, and enforce fair housing laws

Dream Sheet

THIS IS A TOOL TO HELP YOU BEGIN THINKING ABOUT YOUR VISION FOR YOURSELF AND FAMILY.

————— What if a question could change your life? —————

Let Go	Be Me	Dream	Grow	Love	Serve
Where have you found peace?	What is something new you tried recently and loved?	What was your childhood dream?	What challenge do you want to overcome?	What is one of the kindest things someone has ever done for you?	What does this world need more of?
What do you want to let go of?	What makes you lose track of time?	What is your perfect day?	What does success look like to you?	How do you show love to others?	Who are your heroes?
What do you spend too much time doing?	What moves you to tears or gives you goosebumps?	What do you dream of achieving one day?	What risk are you happy that you took?	How do you show love to yourself?	What have you witnessed that has strengthened your faith in humanity?
What would you do if you were not afraid?	What is a defining moment in your life and how did it impact you?	If money was not an issue, how would you spend your time?	What can you do that you could not do a year ago?	What are you passionate about and want to spend more time doing?	If you could run your own country what would it be like?
What did you learn from your biggest regret?	What is most important to you?	What question would you ask a fortune teller?	What are you working towards that you could use help with?	What random act of kindness could you perform right now?	How are you making a difference in this world?

Activity

What are your dreams for you and your family?



Notes

Our Next Meeting Date: _____

Time: _____

Location: _____

Items to have available:

Items to Discuss:

My Case Manager: _____

Contact #: _____

Contact Email: _____