# Rapid Re-Housing in Delaware

*FY 2019 Report | 7/1/18 – 6/30/19*

# Contents

# Key Terms

**RRH Program:** Any project that receives Rapid Re-Housing funding to assist literally homeless households find housing, pay for housing, and stay in housing.

**Household:** All the people who occupy a housing unit. A household can include related family members and unrelated persons. There are 3 main household types: single individuals, adults with no children, and families with children.

**Served:** A household that is receiving services from a RRH program. Services can include case management and/or financial assistance.

**Exit/Exited:** When a household is no longer being served by a RRH program.

**Permanent Housing:** Housing in the community with a standard lease agreement.

**Centralized Intake (CI):** CI is the process by which Delaware coordinates access to emergency shelter, rapid re-housing, and permanent supportive housing for households experiencing homelessness in Delaware.

**Community Management Information System (CMIS):** CMIS is the homeless information database in Delaware, where HUD designated performance metrics are measured, tracked and evaluate.

# What is Rapid Re-Housing?

Rapid Re-Housing (RRH) is a program designed to quickly move households experiencing homelessness into permanent housing. RRH utilizes a housing first[1] approach to end homelessness. Enrollment and housing assistance are offered to people experiencing homelessness without programmatic preconditions, such as employment or compliance with treatment plans. Services provided in a RRH program are tailored to the needs of each individual household and have 3 core components:

1) **Find Housing**: RRH staff assist households in finding appropriate housing options in the community. Services include preparing for landlord interviews, conducting a housing search, determining affordability, contacting and recruiting landlords, assisting with completing rental applications, identifying roommates (if preferred), and helping with the move-in process.

2) **Pay for Housing:** RRH programs offer financial assistance to pay for security deposits, rental application fees, utility deposits, and rental assistance. Rental assistance is not intended to be permanent. Rather, it is provided as needed on a short-term to medium-term basis, while the household is working to increase their income.

3) **Stay in Housing:** RRH services include case management tailored to meet the needs of the household. This includes helping the household identify and access supportive services and resources in the community, increase their income, negotiate lease issues with the landlord, learn their rights and responsibilities as a tenant, manage their monthly budget, and other services to help the household stabilize in permanent housing. Case management services are housing-based, client-driven, and flexible.
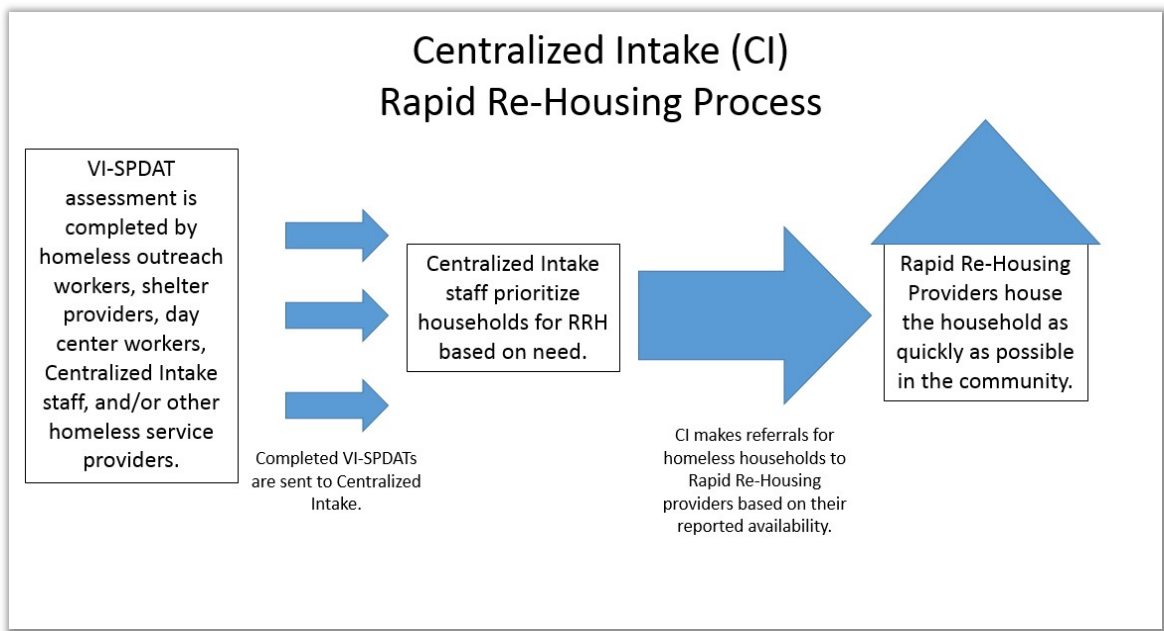


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[1] For more information on Housing Fist, please visit: https://endhomelessness.org/resource/housing-first/

# Access to Rapid Re-Housing

Households experiencing homelessness access RRH assistance through Centralized Intake (CI), Delaware's Coordinated Entry System[2]. Once a household is identified as homeless, a VI-SPDAT (Vulnerability Index Service Prioritization Assistance Tool[3]) is completed by a service provider in the community (shelter staff, day center staff, outreach worker, CI staff etc.) and sent to CI for processing.

CI staff review the VI-SPDAT and other client information in Community Management Information System (CMIS) database. If the household is eligible for RRH, they are placed on the RRH priority list. The household's priority on the RRH list is based on Delaware's Rapid Re-Housing Standards. This order of priority includes people experiencing unsheltered homelessness, repeat shelter stayers, and severity of service needs as determined by score on the VI-SPDAT (with higher scores prioritized over lower scores).

RRH providers in Delaware contact CI on an ongoing basis with their availability to serve households in their RRH programs. Once notified that a provider has availability for a referral, CI refers homeless households, starting at the top of the priority list.



## Centralized Intake (CI) Rapid Re-Housing Process

VI-SPDAT assessment is completed by homeless outreach workers, shelter providers, day center workers, Centralized Intake staff, and/or other homeless service providers.

Completed VI-SPDATs are sent to Centralized Intake.

Centralized Intake staff prioritize households for RRH based on need.

CI makes referrals for homeless households to Rapid Re-Housing providers based on their reported availability.

Rapid Re-Housing Providers house the household as quickly as possible in the community.

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[2] For more information about Coordinated Entry Systems, please visit: https://www.hudexchange.info/programs/coc/toolkit/responsibilities-and-duties/#coordinated-entry
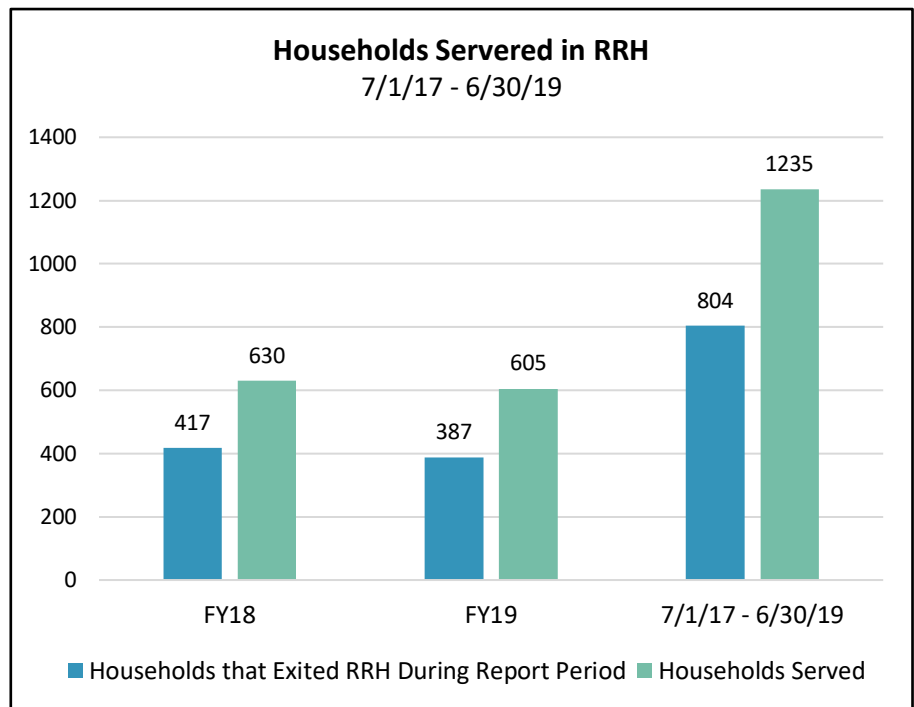[3] For more information about VI-SPDATs, please visit: http://www.orgcode.com/product/vispdat/

# Rapid Re-Housing Performance Outcomes

The agencies providing RRH assistance in Delaware that are included in the performance data are as follows: YWCA Delaware, Family Promise of Northern New Castle County, Ministry of Caring, Catholic Charities, Connections Community Support Programs, People's Place II, and the Veterans Multiservice Center. Performance data is pulled directly from CMIS for **July 1, 2018 – June 30, 2019 (FY19).**

## Households Served

In FY19, RRH programs in Delaware served 605 households comprised of 1,317 people, including 220 veteran households. The number of households served is subject to program capacity and dependent upon RRH funding availability.

From July 1, 2018 – June 30, 2019, 317 new households were referred to RRH by Centralized Intake for services and housing (this does not include veteran households).

**Households Servered in RRH**
**7/1/17 - 6/30/19**

| | FY18 | FY19 | 7/1/17 - 6/30/19 |
|---|---|---|---|
| Households that Exited RRH During Report Period | 417 | 387 | 804 |
| Households Served | 630 | 605 | 1235 |

## Exits to Permanent Housing

The goal of RRH is to provide the assistance and support that a household needs to move as quickly as possible into permanent housing, and help the household stabilize in permanent housing through the provision of housing-base case management. RRH program staff exit households from the program when they determine that the households is able to stabilize in their housing without ongoing supportive services from their program.

In FY19, 72% of households that exited a RRH program in DE exited successfully to permanent housing; 17% (66 households) of households exited a RRH program to homelessness.

The remaining 11% of households exited to an "Other" destination – which includes temporarily moving in with friends or family, entering an institution (behavioral health facility, prison, hospital, etc.) or an unknown destination.

**RRH Program Exit Destinations**
**7/1/17 - 6/30/19**
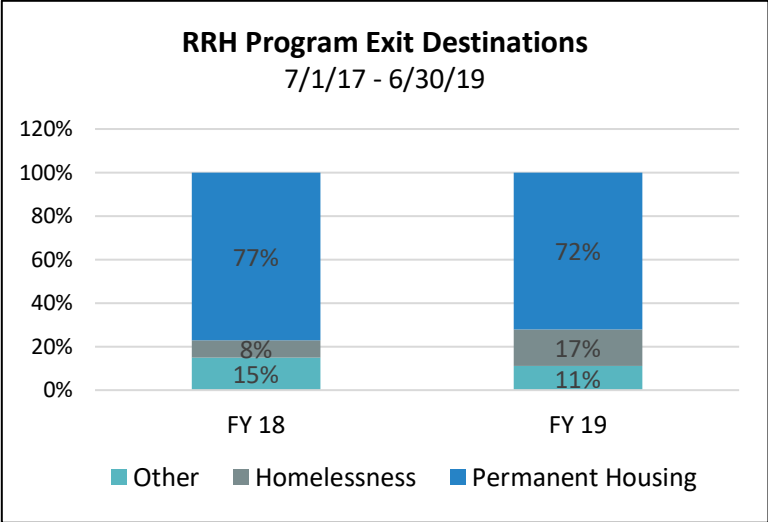


## Average Length of Time in RRH

In FY19, the average length of time from program enrollment to permanent housing move in date (the time from homelessness to housing) was 56 days, or approximately 8 weeks.

In FY19, the average length of time from program enrollment to program exit was 165 days, approximately 23.5 weeks.

**Average Length of Time in RRH**

**Rate of Returns to Homelessness**
**7/1/17 - 6/30/19**
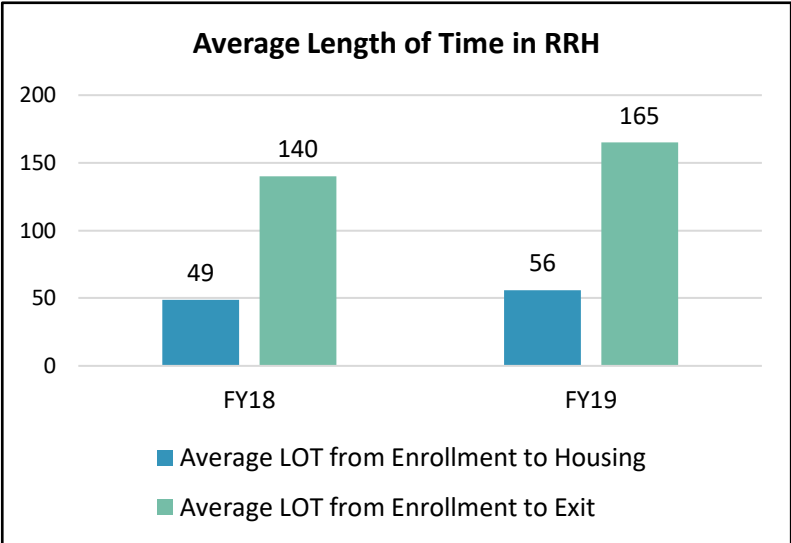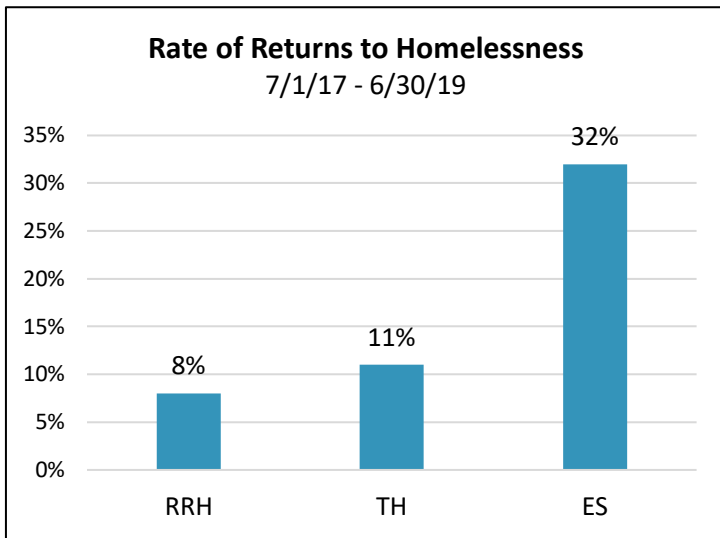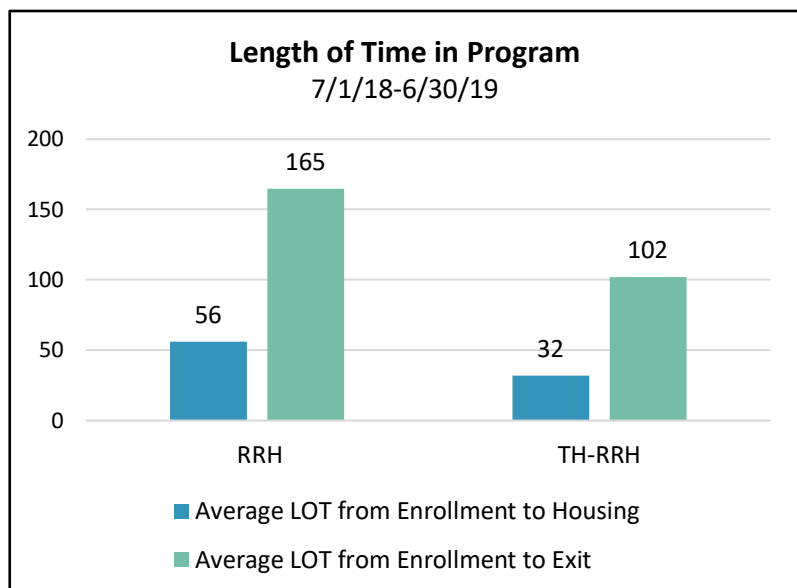


## Returns to Homelessness

From FY 17 – FY 19, 8% (94 households) of households that exited a Rapid Re-Housing Program to permanent housing, returned to homelessness. By comparison, 11% of households that exited to permanent housing from Transitional Housing, and 32% of households that exited to permanent housing from Emergency Shelter, returned to homelessness during the same time-period.

## Joint Component: Transitional -Rapid Re-Housing

In FY19 the first Joint Component Transitional Rapid Re-Housing (TH-RRH) program opened in the state. Joint TH-RRH projects combine the features of both transitional housing and rapid re-housing models.

Households are referred to the program through Centralized Intake, housed temporarily in a low barrier TH unit, and are provided with the opportunity to be enrolled in RRH immediately upon program entry. The goals of TH-RRH are to decrease barriers to TH, decrease lengths of stay in TH, and help households move into stable permanent housing quickly. Households work with program staff to move out of TH when they, the household, determines that they are ready to do so.

After moving into permanent housing, households continue to receive housing stabilization services by TH-RRH program staff. In addition,

**Length of Time in Program**
**7/1/18-6/30/19**



■ Average LOT from Enrollment to Housing
■ Average LOT from Enrollment to Exit

a household can choose to receive only the RRH or TH component of the program. They are not required to stay enrolled in the TH program to receive RRH assistance, or vice versa.

In FY19, TH-RRH assisted 28 households. The average length of time from program enrollment to permanent housing move-in date was 32 days, approximately 4.5 weeks.

➢ 22 of households served in FY19 utilized both the TH and RRH components of the program.

   o 3 households exited the TH component before being permanently housed, but remained enrolled in the RRH component. Though these households were not successful in TH, they were successfully housed using the RRH model and exited the RRH program to permanent housing.

➢ 6 households utilized the TH component of the program without utilizing the RRH component. Of these households, 4 exited the TH program directly to permanent housing without RRH assistance, and 2 exited the program to homelessness.

## Cost of RRH

RRH in Delaware is supported by a variety of public funding sources, a majority of which are federally funded by the U.S. Department of Housing and Urban Development (HUD) and the Veterans' Administration. These funds are administered at the state and local level to support case management staff and provide direct financial assistance to households (rental assistance, for example). The chart below outlines public funding for RRH in FY19.

| RRH Government Funding in Delaware FY19 | | |
|---|---|---|
| Funding Source | State/Local Administrator | Amount |
| HUD Emergency Solutions Grant | City of Wilmington | $77,960 |
| HUD Emergency Solutions Grant | Delaware State Housing Authority | $85,625 |
| HUD Emergency Solutions Grant | New Castle County | $90,000 |
| HUD Continuum of Care | Delaware Continuum of Care | $761,042 |
| Federal Home Loan Bank of Pittsburgh – Home4Good | Delaware State Housing Authority | $350,000 |
| | | Total = $1,364,627 |

Funding for RRH in Delaware increased from $868,724 in FY18 to $1,364,627 in FY19. The average

cost per household served in in Rapid Re-Housing was approximately $3,654.00 per household. These figures do not include veteran households and VA funding, nor do they include a private funds that may be leveraged by programs to support implementation. To fully understand the cost of RRH in Delaware a more detailed analysis is needed.

## Conclusion

RRH has achieved good outcomes for families and individuals in Delaware. **72%** of the households assisted by RRH in FY19 were successfully stabilized in permanent housing, and **92%** of households served in a 2-year period have not returned to homelessness.

Nonetheless, of the approximately 3,500 households (individuals and families) that experience homelessness in Delaware each year, only 17% were able to access RRH assistance in FY19. Continued investment in RRH will be critical as Delaware works to achieve and end to homelessness.