North Carolina Balance of State Continuum of Care

Rapid Rehousing Subcommittee
March 20, 2015
10:30 AM

Welcome
- Roll Call
- Reminders
  - *6 to mute/unmute line
  - Please do not put us on hold
    - Hold music is disruptive

Today's Agenda
- RRH Workflow
- Housing Search & Location
- Relationships with Landlords

Rapid Rehousing Workflow

1. Client Profile
2. ROI
3. Household
4. Add Entry*
5. Service Transactions*
6. Exit Client

What is different about RRH entry?

RAPID REHOUSING PROJECTS ONLY:

| In Permanent Housing | -Select- ▼ G |
| If yes, Date of Move-In | __ / __ / ____ 🗓🔄🗓 G |

RRH entry includes new data element

- Residential Move-In Date (4.17)
  - Recorded whether the client is residing in housing through the Rapid Re-Housing project by indicating "Yes" or "No" from drop down menu.
  - If "Yes," record date client moved into housing.

When Move-In Date needs an update

- If client obtains PH
  - Go back to the entry screen and change this answer to "yes." After this change, you'll be prompted to enter a move-in date.
- If client moves into PH but for some reason leaves the housing BEFORE being exited from RRH project
  - Go back to the entry screen and change the answer back to "no."

RRH requires service transactions

Service Transaction Dashboard: Quickly add needs and services or view client history

Client - (364879) Jetson, George 🔒

(364879) Jetson, George
Release of Information: Ends 04/24/2015   -Switch to Another Household Member- ▼   Submit

Client Information   **Service Transactions**

Service Transaction Dashboard

Add Need   Add Service   Add Multiple Services   Add Referrals   View Previous Service Transactions

Add multiple services

Service Transaction Dashboard

Add Need | Add Service | **Add Multiple Services** | Add Referrals | View Previous Service Transactions

View Shelter Stays | View Entire Service History

Add household members and dates

▼ Household Members

ⓘ To include Household members for these Services, click the box beside each name. Only members from the SAME Household may be selected.

☐ (560) Other
☑ (1649) Smith, Sarah

Multiple Services

ⓘ Be sure to select the correct Provider before entering data in the Service List below. If you change the Provider, the page will refresh to make adjustments for the new Provider's Service List defaults. Any data that is currently in the Service List will be removed and will need to be re-entered.

Service Provider * [Headin' Home (34939) ˅]

Service List

Number of Services [1] Need Status [Identified ˅] Set All

Number of Services * [1]
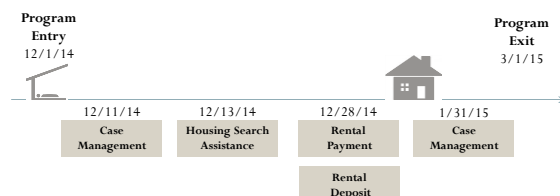
Start Date * [/ /]
End Date [/ /]

Service Type * [-Select-]

Provider Specific Service [-Select- ˅]

Services fall between entry and exit

- Services dates must be <u>after</u> the entry
- Services end dates must be <u>before</u> the exit

Program Entry
12/1/14

Program Exit
3/1/15

12/11/14	12/13/14	12/28/14	1/31/15
Case Management	Housing Search Assistance	Rental Payment	Case Management
		Rental Deposit	

When services take place on one date

For one time services

Case management, rental arrears, utility deposits, security deposits, etc.

Start Date   Date the payment was made

End Date   Same as Start Date

Example

A case manager met with a client on 12/11/2014 for case/care management

Start Date   12/11/2014

End Date   12/11/2014

When start date = end date

One time services

- Case management
- Housing search assistance
- Rental (security) deposit
- Rental application fees
- Rental arrears
- Utility deposit
- Utility arrears
- Moving costs
- Mediation
- Legal services
- Credit repair

When services cover a date range

For rental and utility payment assistance

Start Date	FIRST day of the month covered by the payment
End Date	LAST day of the month covered by the payment

Example

A payment to cover a client's rent for the period of January 1, 2015-January 31, 2015 was made on December 28, 2014

Start Date	1/1/2015
End Date	1/31/2015

When start and end date=date range

Services that cover a date range

- Rental payment assistance
- Utility payment

"Book Club Style"Format

- Last meeting – housing barriers assessment
  - Conversation during RRH Subcommittee call
  - Changes during last 3 months in your program?
- Today – housing search and landlord relationships
  - Materials helpful?
  - Exercises?

3/20/2015

Housing Search Location

- Materials from National Alliance to End Homelessness Toolkit
- Your challenges?
- Successful strategies

Landlord Relationships

- Landlord recruitment
- Potential incentives to engage landlords
  - Funding sources

Next meeting

- Friday June 19, 10:30 a.m.
  - Register: ncceh.org/events/812
- Same format?
  - Next module – Rental Subsidies
- Information for the CoC Consolidated Application

Stay in touch!

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