

Surveys of CoC Contacts and Rapid Re-housing Programs

Survey of CoC Contacts

Welcome to the Web Survey of Rapid Re-housing Programs. The U.S. Department of Housing and Urban Development (HUD) has contracted with Abt Associates to conduct this survey. The information collected will contribute to a repository of RRH programs, and allow researchers to explore and document how RRH operate independently and within the CoC, as well as how they are currently serving homeless households.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 2528-XXXX. The time required to complete this information collection is approximately 20 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

If you have questions about the survey please call [ABT CONTACT PERSON at TOLL-FREE #]. If you have questions about the study itself, please contact Ms. Mindy Ault, Social Science Analyst, Office of Policy Development and Research, HUD at (202) 402-3116 or Ms. Lauren Dunton, the Abt Associates Project Director at (301) 634-1779.

First, we would like to obtain the contact information for all of the rapid re-housing programs in your CoC so they can be included in our study.

1. Please provide the contact information for the program director for each rapid re-housing program in your CoC. This should include all HUD-funded programs (CoC and ESG), as well as the Supportive Services for Veteran Families (SSVF) and any RRH programs funded by other sources.

Program 1 (Name, Phone #, Email): _____
Program 2 (Name, Phone #, Email): _____
Program 3 (Name, Phone #, Email): _____
Program 4 (Name, Phone #, Email): _____
Program 5 (Name, Phone #, Email): _____
Program 6 (Name, Phone #, Email): _____
Program 7 (Name, Phone #, Email): _____
Program 8 (Name, Phone #, Email): _____
Program 9 (Name, Phone #, Email): _____

In this set of questions for CoCs, HUD is attempting to better understand the goal and purpose of rapid re-housing within the context of the broader homeless system. We would like to understand how the CoC is using RRH in combination with other element of the homeless services system, how people are screened from RRH as part of a coordinated entry process or in other parts of the homeless system, what population groups may be prioritized for RRH assistance, and what the CoC's expectations are for a successful use of RRH.

2. For each population identified, please specify the overall objective for RRH, relative to other components of the homeless system: (select all that apply):

| | Single Adults (non-Chronic, non-Veterans) | Chronically Homeless Single Adults | Single Adult Veterans | Households with Adults and Children, including Parenting Youth | Unaccompanied Youth (youth under age 25) |
|--|---|--|--------------------------|---|---|
| Way to expedite households' exit from emergency shelter, without an expectation of additional housing assistance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Intentional temporary rental assistance 'bridge' to a permanent housing subsidy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Intentional temporary rental assistance 'bridge' to a permanent supportive housing subsidy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Short-term housing stabilization support for households after they leave the homelessness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Short-term supportive service stabilization support for households after they leave the homelessness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| This population is not targeted for RRH by our homeless system | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. Has your CoC adopted "written standards for RRH," as specified in the CoC Program interim rule?
 Yes, my CoC has adopted written standards for RRH [please attach here]
 No, my CoC is working on developing written standards for RRH [SKIP to 5]
 No, my CoC has not started developing written standards but we know that we need to [SKIP to 5]
 I don't know what the term "written standards for RRH" refers to [SKIP to 5]

4. Which RRH projects are covered by your CoC's written standards? (select all that apply)
 CoC Program-funded RRH projects
 ESG Program-funded RRH projects
 Other RRH projects that are part of our CoC's coordinated entry system
 Other (specify)
 I don't know

5. At what point in your homeless system are households generally referred to RRH? (select all that apply)
 At the time households are first screened for shelter placement, they are also screened for RRH
 Once households are in emergency shelter, shelter staff screen and refer households to RRH
 The point of screening is not consistent.
 Other (specify)

5a. Does this process vary by population group?

- The process is designed differently for different groups (Explain.)
- The process is not intended to be different, but it functions differently for some groups. (Explain.)
- The process is designed and implemented similarly for all population groups

5b. What is the target for the time it should take, on average, between when households enter shelter (or are otherwise identified as homeless by the coordinated entry system) and are enrolled in the RRH program?

- One day
- One day to less than one week
- One week to less than two weeks
- Two weeks to less than three weeks
- Three weeks to less than four weeks
- Four weeks or more
- There is no defined target

5c. In practice, how many days does the referral process usually take?

- One day
- One day to less than one week
- One week to less than two weeks
- Two weeks to less than three weeks
- Three weeks to less than four weeks
- Four weeks or more
- There is no defined target

6. Which households are considered for RRH? (select all that apply)

- All households are screened for RRH (and possibly other interventions) and the screening process results in a score or equivalent recommendation that indicates whether RRH is an appropriate option for a household
- Households that are assumed to need more than shelter (as determined by some prior screening step/process) are screened for RRH (and possibly other interventions)
- Households that remain in shelter beyond a specified timeframe or otherwise seem unable to leave shelter without assistance are screened for RRH
- Households are considered and referred for RRH by their case managers (or equivalent provider staff) over the course of working with households on plans to address their housing crisis
- Any household can self-refer to RRH
- I don't know

7. Is RRH specifically prioritized to any of the following population groups? (select all that apply)

- Households with adults and children under the age of 18
- Households of young adults (aged 18 to 24)
- Households with only adults (all members over 21)

- Households with a Veteran
- Households with a Person who is chronically disabled
- Households with income
- Households without income, but with earning potential
- Households without income or immediate earning potential
- Other, please specify _____
- There are not specified priorities

8. At what point are RRH case managers (or equivalent) generally expected to begin working with households identified for the program?

- Once they have been screened as potentially eligible
- Once they have been assessed and confirmed as eligible for the program
- Once they have been confirmed eligible and have been enrolled in the program
- Once they have found a housing unit
- Once they are in a housing unit
- There is no general expectation

9. What is the target for the time it should take, on average, between when a household enrolls in the RRH program and when they move into a permanent housing unit?

- Less than two weeks
- Two weeks to four weeks
- Four weeks to six weeks
- Six weeks to eight weeks
- More than eight weeks
- There is no defined target

10. What types of system-wide supports has the system developed to support RRH projects?

- Private market landlord recruitment and support
- Housing database that allows households/projects to find available units
- Housing navigators to facilitate the housing identification and matching process
- Rental insurance pools to assure landlords damages will be covered
- Other (briefly describe): _____
- None

11. For each population served, what is the general expectation for the length of rental assistance, on average, that will be provided to RRH program participants?

| | Single Adults (non-Chronic, non-Veterans) | Chronically Homeless Single Adults | Single Adult Veterans | Households with Adults and Children, including Parenting Youth | Unaccompanied Youth (youth under age 25) |
|-------------------------|---|--|--------------------------|---|---|
| Move-in assistance only | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Up to 3 months of rent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 to 6 months of rent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 7 to 12 months of rent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13 to 24 months of rent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| More than 24 months of rent | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There is no articulated CoC expectation or target | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

11a. Do you have written standards regarding the length of rental assistance to be provided to RRH program participants?

- Yes
- No (SKIP TO END)

12. Does your CoC conduct any systematic evaluation activities to examine the results of your RRH programs?

- Yes
- No (SKIP TO END)

13. What kinds of data collection and analysis does your program do to assess the effects of RRH programs?

- Review project-level outcomes at least annually to identify projects that are falling short of expectations
- Review project-level outcomes to identify projects that are exceeding expectations and may be implementing strategies worth sharing with other RRH projects
- Review coordinated entry (or equivalent) data and use of the homeless services system by those referred to RRH and other households to assess how well coordinated entry is working
- Examine patterns of homeless service use by RRH participants to assess effectiveness of RRH
- Conduct provider focus groups, interviews, or equivalent activities to collect information on whether RRH appears to be working (e.g., whether there are problems hampering the success of RRH that need to be addressed or promising results that could be extended to other projects)
- Other (Describe)
- We are not undertaking any systematic activities to determine whether RRH is effective

Survey of Rapid Re-housing Programs

Introduction

Welcome to the Web Survey of Rapid Re-housing Programs. The U.S. Department of Housing and Urban Development (HUD) has contracted with Abt Associates to conduct this survey. The information collected will allow researchers to explore and document how RRH operate and are currently serving homeless households. While RRH has become a common approach to serving households experiencing homelessness, there is a wide variety in the ways in which organizations design their RRH programs. Our purpose is to establish a repository of RRH programs and how they are serving homeless households.

Findings of this study will enable a variety of policy makers, program administrators, and other stakeholders to better understand the types of services that are offered by RRH programs nationwide and how they differ across communities. This survey was approved by the Office of Management and Budget [INSERT OMB CLEARANCE NUMBER AND EXP. DATE]. We estimate that the survey will take about 20 minutes to complete.

If you have questions about the survey please call [ABT CONTACT PERSON at TOLL-FREE #]. If you have questions about the study itself, please contact Ms. Mindy Ault, Social Science Analyst, Office of Policy Development and Research, HUD at (202) 402-3116 or Ms. Lauren Dunton, the Abt Associates Project Director at (301) 634-1779.

Overview of Organization and Program

Is [_____] the name of your organization?

- Yes
- No

If not, what is the name of your organization? _____

What is the name of your rapid re-housing program? _____

What is the administrative address of your rapid re-housing program?

Street:

City:

State:

Zip:

Which of the following describes the jurisdiction that your rapid re-housing program serves (select the best fit)?

- Entire CoC
- Multiple CoCs
- Single area within a CoC
 - City
 - County
 - Metropolitan area

Program Capacity

The following questions are about the capacity of your rapid re-housing program.

- How many households are currently being served by your rapid re-housing program (this includes households that are enrolled and not yet housed and households that are enrolled and receiving assistance in permanent housing, including those only receiving case management)?

Family households (with children) ____

Households without children ____

Total Households at a point-in-time#_____

- How many estimated full-time equivalent (FTE) (including subcontractors) does your rapid re-housing program dedicate to the following functions?

___ Program management

___ Case Management

___ Housing Specialist (coordination/navigation)

___ Rental assistance administration

___ Intake Coordination

___ Career/Workforce Development

___ Benefits Specialist (coordination/navigation)

___ Legal assistance

___ Aftercare Specialist

___ Other (identify)_____

___ Total # FTE

- Does your program require that rapid re-housing staff demonstrate expertise in any of the following evidence-based practices or critical knowledge?

- If so, what sort of requirements does your program have? Formal training (dedicated workshop or class), informal training (provision of materials, included in orientation)? other (require certification)?

| Practice/Knowledge | Training Exists | | Level of Training Requirement | | |
|----------------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|
| | Yes | No | Formal | Informal | No Training |
| Critical Time Intervention (CTI) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Trauma Informed Care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Motivational Interviewing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Harm Reduction Strategies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local Landlord-Tenant Laws | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Conflict Mediation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fair Housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Employment and Career Development Resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-cash Benefit Eligibility Application Processes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public and other subsidized housing eligibility and application process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. Does your program receive any funding for your rapid re-housing program from any of the following federal funding sources (select all that apply)?

- HUD: ESG – Rapid Re-housing
- HUD: CoC – Supportive Services Only
- HUD: CoC – Rapid Re-housing
- HUD: HUD/VA Supportive Housing (HUD/VASH)
- VA: Supportive Services for Veteran Families Program (SSVF)
- VA: Grant and Per Diem Program (GPD)
- VA: Grant and Per Diem Program Transition in Place (GPD TIP)
- VA: Community Contract Emergency Housing (Health Care for Homeless Veterans (HCHV/EH)
- VA: Community Contract Residential Treatment Program (HCHV/RT)
- VA Community Contract Safe Haven Program (HCHV/SH)
- VA: Compensated Work Therapy-Transitional Residence (CWT/TR)
- HHS: RHY Basic Center Program (BCP)
- HHS: RHY Transitional Living Program (TLP)
- HUD: Housing Opportunities for Persons with AIDS (HOPWA) shelter and housing programs.
This includes the following response options:
 - HUD: HOPWA – Hotel/Motel Vouchers
 - HUD: HOPWA – Permanent Housing
 - HUD: HOPWA – Permanent Housing Placement (facility-based or TBRA)
 - HUD: HOPWA – Short-Term Rent, Mortgage, Utility Assistance
 - HUD: HOPWA – Short-Term Supportive Facility
 - HUD: HOPWA – Transitional Housing (facility-based or TBRA)
- HUD Public and Indian Housing (PIH) programs (non-VASH), including public housing
- Other federal funding source (please specify) _____

6. Does your program receive any funding for your rapid re-housing program from any of the following non-federal sources (select all that apply)?

- state housing trust fund
- local housing trust fund
- city or county general revenue funds
- local United Way or similar entity
- private foundations or corporate philanthropies
- state or locally administered CDBG
- other (identify): _____

Access, Eligibility, and Targeting

The following questions are about how households are identified as eligible for your rapid re-housing program.

7. Does your rapid re-housing program participate in a coordinated entry system?

- Yes
- No [skip to 8]

7a. In what way does your coordinated entry system interact with your rapid re-housing program? (select all that apply)

- Conducts initial screening
- Conducts screening and assesses appropriateness for RRH
- Refers households to rapid re-housing
- Other, please specify _____

7b. We'd like to know more about how the coordinated entry system or applicant screening tools are used in your RRH program. Is the coordinated entry system or RRH applicant screening tool used to determine whether a household can be diverted from becoming homeless?

- Yes
- No

7c. Is the coordinated entry system or RRH applicant screening tool used to determine whether the household needs case management but not rental assistance?

- Yes
- No

7d. Is the coordinated entry system or RRH applicant screening tool used to determine initial amount of move-in or rental assistance that may be sufficient to stabilize the household?

- Yes
- No

8. From which of the following sources have you received referrals in the past year? (select all that apply)

- Coordinated entry
- Street outreach that your organization operates
- Street outreach that other organizations operate
- Emergency shelter that your organization operates
- Emergency shelter that other organizations operate
- Transitional housing that your organization operates
- Transitional housing that other organizations operate
- Local school homeless liaison or other school personnel
- 2-1-1
- VA Medical Center(s) and/or VA Community Resource and Referral Center

- Self-referrals
- Other rapid re-housing programs
- Other (identify) _____

9. Do referral partners use a standard screening tool to identify which households to refer for (or that would likely qualify for) rapid re-housing assistance?

- Yes, a standardized screening tool is completed as part of coordinated entry process
- Yes, a standardized screening tool is completed for application to RRH program, but not part of coordinated entry process
- No, all referral partners use a screening tool, but they are not the same tool
- No, some referral partners use standardized screening tools, but not all
- No, none of the referral partners conduct screening using a standardized tool
- Don't know

10. Does your rapid re-housing program use an intake assessment to determine eligibility for the program?

- Yes
- No [Skip to 11]
- Don't know

11. Beyond what is required by federal funding sources, what are the eligibility criteria of your rapid re-housing program (select all that apply)?

- Household must have children under the age of 18
- Household must only be comprised of adults
- Household must only be comprised of minors
- Head of household must be working or have an income
- Head of household must show earning potential or potential to obtain benefits
- Adult in the household must be a U.S. citizen or permanent legal resident
- Household must be established residents of the program service area
- Household member must be a Veteran
- Member of household must have a disability
- Other, please specify: _____

12. Does your program restrict eligibility or enrollment based on any of the criteria listed below (select all that apply)?

- Household must not have evictions on their housing record
- Household must not have criminal history
- Head of household must not have a disability
- Head of household must not have active mental health issues
- Head of household must not have active substance use issues
- Other, please specify: _____

Housing Identification

The following questions are about how your program engages with landlords and identifies housing for households in the program.

13. Which of the following represents the housing unit type(s) used for your rapid re-housing program? (select all that apply)

- Units owned by private landlords
- Units not owned or operated by the organization, but operated by another provider
- Units owned by the organization

14. [If Q13 answered units owned by landlords] How does your program engage or recruit local landlords for the rapid re-housing program?

- Rapid re-housing staff actively recruit and engage landlords
- We have existing relationships with local landlords that we use for rapid re-housing households and don't recruit new landlords
- Program staff do not engage directly with landlords, but instead rely on a partner program
- Other (briefly describe): _____

15. Who is responsible for the following housing identification and move-in activities?

| Responsibility | Housing Specialist | Case Manager | Rent Assistance Administrator | Our RRH program does not do this |
|--|--------------------------|--------------------------|-------------------------------|----------------------------------|
| Identify landlords | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Recruit and engage landlords | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assist households in identifying housing unit needs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assist households in identifying appropriate location of housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assist households during housing application process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Inspect housing units prior to move-in | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assist households negotiate with landlords | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assist households in reviewing and signing lease agreements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Help households move into unit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communicate with landlords around move-in procedures for families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ongoing communication with landlords while household is living in the unit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other, please specify: _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16. What strategies does your rapid re-housing program use to encourage landlords to participate in the program (select all that apply)?

- The program always co-signs lease agreements with households in the program

- The program co-signs lease agreements with households in the program if needed based on participant circumstance or at landlord request
- The program executes a third party agreement with landlords and participating households outlining roles and responsibilities
- The program offers a security deposit that is higher than the amount of the monthly rent
- We offer a risk mitigation fund to pay for damages beyond what a security deposit will cover when needed
- We offer to repair the unit beyond what a security deposit will cover when needed
- We routinely check-in with landlords to identify and address any concerns
- We start paying rent for units as soon as the landlord agrees to participate in the program, even when vacant
- We develop relationships with landlords independent of individual tenants
- Tenants are responsible for finding their own units, so we do not engage in specific strategies to encourage landlords to participate in the project.
- Other innovative strategy for recruiting landlords (please describe): _____

17. Which of the following challenges has your program encountered in finding and securing housing units for households that households can continue to afford after leaving your program? (select all that apply)

- There are too few housing units available (i.e., very low vacancy rates)
- There are too few affordable housing units
- Housing units that are available and affordable do not meet housing quality standards
- Housing units that are available and affordable are not the appropriate size for households in our program
- Housing units that are available and affordable are in neighborhoods that households do not want to live in
- Housing units that are available and affordable do not have accessible transportation options
- We don't have sufficient capacity to recruit and retain landlords
- Landlords are not willing to rent to the households enrolled in our program
- Other:
- We have not had any challenges finding landlords and/or securing acceptable housing units

18. On average, how long does it take between when households enter shelter (or are otherwise identified as homeless by the coordinated entry system) and are enrolled in the RRH program?

- Less than one day
- One day to less than one week
- One week to less than two weeks
- Two weeks to less than three weeks
- Three weeks to less than four weeks
- Four weeks or more

19. On average, how long does it take between when a household is enrolled in the rapid re-housing program and when they move into a permanent housing unit?

- Less than two weeks
- Two weeks to less than four weeks
- Four weeks to less than six weeks
- Six weeks to less than eight weeks
- Eight weeks or more

20. Prior to identifying a unit, does your program work with households to develop a budget and assess how much a household will be able to afford once the rent assistance ends?

- Yes
- No

RRH assistance

21. What type of assistance does your RRH program provide? (Select all that apply)

- One-time cash assistance
- Case management
- Move-in assistance
- Rental assistance
- Other type of cash assistance, please describe _____

22. Do some households receive **only** one-time cash assistance?

- Yes
- No

a. If yes, approximately what percentage of households would you say receive only one-time cash assistance? _____

23. Do some households receive **only** case management?

- Yes
- No

a. If yes, approximately what percentage of households would you say receive only case management? _____

Rent and Move-In Assistance

The following questions are related to the rent and move-in assistance households receive.

24. Does your rapid re-housing program offer assistance with security deposits?

- Yes
- No [skip to 25]

24a. Does the program provide the entire security deposit amount when needed?

- Yes
- No

25. Does your rapid re-housing program provide first and last month's rent?
- Yes, both first and last month's rent
 - Yes, only first month's rent
 - Yes, only last month's rent
 - No
26. Does your rapid re-housing program offer assistance with utility deposits?
- Yes
 - No
27. Does your rapid re-housing program offer assistance with utility arrears?
- Yes
 - No
28. Does your program offer additional assistance with monthly utility payments, when the rent does not include utilities?
- Yes
 - No
29. Does your program provide households with assistance moving into a unit (such as covering the cost of a moving truck, provision of furniture, provision of basic household items, etc.)?
- Yes
 - No
30. Does your program use a progressive engagement or progressive assistance approach to rent and utility assistance (i.e., start by offering the minimum assistance necessary and increase (or decrease) assistance only when necessary)?
- Yes
 - No (SKIP to 33)
 - Don't Know
31. Who determines whether assistance needs to increase or decrease? (Please select all that apply)
- Program director
 - Case manager
 - Other
32. What criteria are used to determine whether monthly rental assistance should increase or decrease and by what amount? (Please select all that apply)
- Current household income
 - Current benefit receipt
 - Length of time in RRH program
 - Predicted household income
 - Housing cost burden
 - Other household costs

33. Which of the following best describes how rent is determined for households in the program?

- The program pays the whole rent for duration of the program
- The program pays the whole rent for an initial period of time, and then a static percentage of the rent after that point
- The program pays the whole rent for an initial period of time, and then gradually reduces the percentage (or amount) of rent the program pays and increases the percentage (or amount) of rent that households pay
- The program pays a fixed amount for each household for a fixed amount of time
- Households pay a percentage of the total rent for the entire program
- Households pay a percentage of their income toward rent for the entire program
- Households pay an amount of rent based on their individual household income and need
- Other:

34. Does your program do regular re-certifications or re-assessments with households receiving rental assistance?

- Yes
- No [skip to 35]

34a. How often?

- More often than once per month
- Every month
- Every three months
- Every six month
- At the time the household stops receiving rental assistance
- At intake and again at program exit

34b. Are these re-certifications or reassessments used to determine whether households require additional rental assistance?

- Yes
- No

35. Which best describes the length of assistance offered to households through your program?

| Amount and Length of Assistance | Minimum amount provided | Maximum amount provided | Typical amount provided |
|---|--------------------------|--------------------------|--------------------------|
| No rent or move-in assistance (i.e., when a household has sufficient financial means of their own or from another source) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security deposit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Partial first month's rent and security deposit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Full first month's rent and security deposit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Partial or full assistance for first and second month's rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Partial or full assistance for 3 months of rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Partial or full assistance for 6 months of rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|--|--------------------------|--------------------------|--------------------------|
| Partial or full assistance for 9 months of rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Partial or full assistance for 12 month's rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Partial or full assistance for more than 12 months of rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

36. Prior to exiting households from the rapid re-housing program, do case managers or other staff assess the household budget, including employment and other cash benefits of households?
- Yes
 - No [skip to 37]

36a. What is done with this information (select all that apply)?

- The program collects those data to report on program outcomes
- The program collects those data to monitor household outcomes
- The program collects those data to determine whether households need additional rental assistance
- The program collects those data to determine whether households will be able to maintain the rent after housing assistance ends

37. How does your program assist households that are unable to maintain the rent after rapid re-housing assistance ends?
- We offer additional case management and services, but cannot offer additional rent assistance
 - We provide some additional financial assistance, but not full rent assistance
 - We provide a few additional months of rent assistance, case management and services
 - We help households find other sources of housing assistance
 - We help households negotiate with the landlord (either to end lease agreement early or to lower rent payments)
 - We do not offer additional assistance once rapid re-housing assistance ends

Case Management and Other Support Services

The following questions are about case management and other services offered to households in your rapid re-housing program.

38. At what point do households begin to receive rapid re-housing services (including case management services)?
- Once they have been screened as potentially eligible
 - Once they have been assessed and confirmed as eligible for the program
 - Once they have been confirmed eligible and have been enrolled in the program
 - Once they have found a housing unit [skip to 40]
 - Once they are in a housing unit
39. Prior to receiving rent and move-in assistance, how often are households required or expected to meet with a rapid re-housing case manager while they work to secure permanent housing?
- More than once per week
 - Once per week
 - Twice or more per month

- Once per month
- Not required
- Other

40. Once in housing, are households required to participate in case management?

- Yes
- No (skip to 43)
- Not sure

40a. If yes, how often are households required to meet with a case manager?

- More than once per week
- Once per week
- Twice or more per month
- Once per month
- Not required
- Variable based on need
- Variable based on length of time in the program
- Other

40b. Do requirements around the frequency of case management change while the household is receiving rapid re-housing assistance?

- Yes, they decline over time for all households
- Yes, they change (increase or decrease) based on a household's employment, income, or education status
- Yes, they increase over time for all households
- No

41. Does your program use a progressive engagement or progressive assistance approach to case management?

- Yes
- No (skip to 43)
- Not sure

42. What does progressive engagement involve for case management? (Select all that apply)

- Varying frequency of meetings with households
- Varying types of referrals/services provided
- Varying total time spent in case management
- Other

43. Which of the following services are households required to participate in while enrolled in the program and which are offered, but not required?

| | | |
|---------|--|--|
| Service | Rapid re-housing participants receiving rental assistance are <u>required</u> to participate in this service | Rapid re-housing participants receiving rental assistance are <u>offered</u> this service, but it is not a requirement |
|---------|--|--|

| | | |
|--|--------------------------|--------------------------|
| Case management | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing location and placement assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| Career development or workforce development | <input type="checkbox"/> | <input type="checkbox"/> |
| Tenancy workshops or other educational programs (e.g., understanding tenant rights and responsibilities, working with landlords, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| Parenting workshops | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental health services | <input type="checkbox"/> | <input type="checkbox"/> |
| Mainstream benefit linkage services | <input type="checkbox"/> | <input type="checkbox"/> |
| Legal services | <input type="checkbox"/> | <input type="checkbox"/> |
| Conflict mediation or conflict management services | <input type="checkbox"/> | <input type="checkbox"/> |
| Other, please specify | <input type="checkbox"/> | <input type="checkbox"/> |

44. Does your program regularly work with other community based organizations or government agencies to meet the needs of households in the program?

- Yes, we have key community partners that we rely on to cover gaps in our service portfolio
- Yes, we have key community partners that we sometimes work with to serve rapid re-housing participants
- No, we provide all services to rapid re-housing participants in-house

45. Does your program provide aftercare services to households when housing assistance ends?

- Yes
- No [skip to 48]

46. What services are considered part of aftercare services (select all that apply)?

- Case management
- Career services
- Help resolving issues with the landlord
- Assistance finding new housing if current housing is unaffordable
- Rent sustainability assessment
- Other (briefly describe)

47. How often are aftercare case management services available to households?

- Once per week
- Twice or more per month
- Once per month
- On an as-needed basis [Skip to 48]

Other

a. Does the frequency of aftercare case management services change over time?

Yes, they decline over time for all households

Yes, they change (increase or decrease) based on a household's employment, income, or education status

Yes they increase over time for all households

No

48. After rent assistance ends, how long are aftercare services available to households?

Up to 3 months

3 months to less than 6 months

6 months to less than 9 months

9 months to less than 12 months

12 months or longer

49. What percentage of RRH households annually served participated in aftercare services at least once?
