ALLIANCE FOR HOUSING

Coordinated Assessment Rapid Rehousing

Policy and Procedures

Approved February 14, 2017

Revised July 11, 2022

BACKGROUND

The Alliance for Housing (Oakland County's Continuum of Care) consists of a network of organizations providing services to those in housing crisis. Through a variety of grants and funding streams, the continuum of care and the organizations that are part of this membership, has an array of programs that provide short term financial assistance and housing stabilization services, including housing case management, within the local community. Operating with a coordinated assessment model, the programs work together to serve the needs of the community.

Funding comes from a variety of resources, including directly from HUD (Housing and Urban Development), as well as from the state housing authority (MSHDA ESG – Michigan State Housing Development Authority Emergency Solutions Grant) and local government. Additional funds may come into the community through grants and foundations, as well as other funding sources, which may change year to year.

Providers

There are multiple providers that have rapid rehousing and/or prevention assistance within the community. Currently the providers are as follows:

- Community Housing Network
  Funding Sources: MSHDA and HUD Funding

- South Oakland Shelter dba Lighthouse
  Funding Sources: HUD funding through OC ESG, United Way of Southeastern Michigan

It is important to note that any individual or household that presents to the Housing Resource Center receives assistance regardless of their eligibility to any single program. No matter what the housing need, or if the person is currently housed and looking for alternative housing, has a housing crisis, or finds themselves homeless, the Housing Resource Center provides an in-depth consistent screening and linked with community resources as well as other options which may include but are not limited to a housing choice voucher application with MSHDA, supportive

housing units, subsidized housing lists, street outreach, etc. The important distinction is that not everyone is able to receive services or assistance from the staff that is directly funded by the Housing Assessment and Resource Agency[1] (HARA) but no one is ever turned away in our current system.

Additionally, the community has made a commitment to serve those with the highest need through HUD and MSHDA funding. A VI-SPDAT[2] is utilized for those who are Category I Homeless. Thresholds and scoring criteria are incorporated into organizations' internal policies in alignment with community established thresholds. When there is limited funding to serve the community, compared to the need presented, the threshold may be increased to ensure that those with the most need (i.e. highest vulnerability demonstrated through VI score and/or chronic homelessness) are served. When more funding is available, the threshold may be reduced to assist as many potential program participants at possible with this assistance.

Community Organizations and Policies

Each community partner/organization will compile internal policies and procedures. For programs that receive direct HUD funding the policies and procedures will be in accordance with the parameters set forth from 24 CFR 578. In other instances, additional guidelines, policies and restrictions may be added in accordance with the direct funder. Grants from other providers may have different parameters based on the funder's specific requirements or objectives.

Historically, HUD funding has been utilized to assist with both rental assistance (monthly rental payments as well as security deposits) and utility payments in accordance with utility allowances. This has assisted the program participants with zero to minimal income in sustaining the housing through the grant term. Other programs, such as MSHDA ESG RRH, do not allow for current utility assistance but may be able to assist with utility arrearages.

Communication Attempts

Three contact attempts in the beginning before intake, then three attempts if contact has been lost for over a month. Housing search timeframe of 90 days with monthly contact, and extensions on case-by-case basis, and can be flexible as needed.

When a potential program participant is referred to a provider for services, the provider is supplied with information through the Homeless Management Information System (HMIS) which will include contact information. The provider will reach out to the potential program participant directly to begin the assessment and

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[1] Housing Assessment and Resource Agency (HARA) provides centralized intake and housing assessment, thereby assuring a comprehensive communitywide service and housing delivery system.

[2] VI – SPDAT is the Vulnerability Index which provides a screening to determine need. Both assessments are used to assess need and risk factors for persons that present as homeless.

verification process. It is recognized that in some situations the provider may have challenges contacting the referred individual or household as these potential program participants are literally homeless. Barriers often arise when a potential program participant has left the shelter that they were staying in at time of the referral, or due to a contact number no longer being in service or out of minutes, or a variety of other factors and will be taken into consideration.

The group is committed to making contact and serving those with the most need while balancing with the need of the programs and communities. Providers will make attempts to contact the referred potential program participants through all avenues provided in HMIS and the registry, including contact numbers as well as alternate email addresses, and document all efforts within HMIS. Providers will attempt the primary contact number at least two times and all additional supplied potential contacts (both phone and email) at least once. Efforts will be made to exhaust all resources and the referral will remain active for a minimum of two weeks.

In situations where these efforts are unsuccessful, the provider will bring updates to the disposition meetings and the group will discuss the barriers to reach the potential program participant. At that time the group will make a decision to "deactivate" the referral. The potential program participant may make contact at a later date with a partner or the HARA. In those cases, the potential program participant will be screened, and if their circumstances meet the eligibility criteria, they will be referred again to the registry.

After initial contact has been made and through the duration of working with the program participant, if there has been at least 30 days where the program participant has not made contact, then the provider will attempt to re-engage. Re-engagement efforts must be documented to show provider attempts to the primary contact number at least two times and all additional supplied potential contacts (both phone and email) at least once. Efforts will be made to exhaust all resources to make contact before deactivating the program participant.

Once an intake has been completed, the housing search timeframe will consist of 90 days with at least monthly contact from either the provider or program participant. After 90 days, extensions can be granted by the provider on case-by-case basis, and can be flexible as needed.