

Boston RRH Transfer Assessment Training

November 2021



Welcome!

Icebreaker in the Chat



Name

Agency

Role

What is your favorite kind of pie?



Agenda

Background

Housing Resources in the Transfer
Assessment

Technology Workflow

Learning Objectives

- Participants understand the housing resources offered in the Rapid Re-housing Transfer Assessment
- Participants understand how to complete an assessment
- Participants understand the timeline to complete the assessment with clients

Where do we find today's information?

Everything we review today is in the Rapid Re-Housing Transfer Assessment Toolkit

<https://bostoncoc.mailchimpsites.com/>

The screenshot shows a Google Drive interface. On the left is a sidebar with navigation options: 'New', 'My Drive', 'Shared with me', 'Recent', 'Starred', 'Trash', and 'Storage (97% full)'. The main area shows a search bar and a breadcrumb path: 'Shared with... > Boston Co... > Coordinate... > Pathways Assessment COVID Oct...'. A notification banner states: 'My Drive trash is changing. Starting October 13, items will be automatically deleted forever after they've been in your trash for 30 days. Learn more'. Below this is a table of files:

Name	Owner	Last modified	File size
Assessor + Navigation Coverage Chart 10.27.2020.xlsx	me	Oct 27, 2020 me	16 KB
Barrier Buster Fund Packet COVID Initiative Oct. 2020.pdf	me	Oct 26, 2020 me	1 MB
Coordinated Access System (CAS) screenshots.pptx	me	Oct 26, 2020 me	3 MB
COVID Pathways Companion 10.2020.docx	me	Oct 27, 2020 me	109 KB
COVID-19 HAN Release.docx	Ian Gendreau	Apr 9, 2020 Allison Singer	19 KB
Documenting Current Boston Homelessness.docx	me	Oct 26, 2020 me	10 KB
Documenting Fleeing Domestic Violence 10.2020.pdf	me	Oct 26, 2020 me	722 KB
FILLABLE COVID Pathways Assessment-Paper version for CAS 10.13...	me	Oct 27, 2020 me	144 KB
Limited-CAS-Release.pdf	me	Oct 26, 2020 me	301 KB

Alphabet Soup

- BB- Barrier Buster Fund
- DND- The Dept. of Neighborhood Development for the City of Boston
- EHV- Emergency Housing Vouchers
- HSA-Homeless set asides
- HUD- The Dept. of Housing & Urban Development
- RRH- Rapid Re-housing
- PSH- Permanent Supportive Housing

Background



Thank You

- Thank you for all of the work this far
- We appreciate your flexibility as our system has changed during the pandemic
- We appreciate you giving your time to rebuild our system alongside us
- Thank you for your excitement as we move forward- we need it!

What are we doing? And Why?

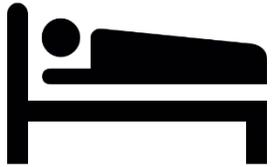
DND (along w/ reps from your agencies!) has created a Rapid Re-Housing Transfer Assessment to streamline access to housing resources RRH participants can transfer to.

- Homeless set aside units
- Emergency housing vouchers (EHV's through BHA)
- Permanent Supportive Housing (PSH)

AND, there are EHV's (vouchers through BHA) available now!

- 60- Boston Rapid Re-Housing Transfers
 - 30 Individuals/adult-only households
 - 30 households w/children

Closer Look at the RRH Transfer Process



Access Point

Your agency will be an access point, which means the assessment for housing resources is offered within your RRH program for those at high risk of returning to shelter or unsheltered destinations after RRH.

RRH Transfer Assessment

Trained staff can use the RRH Transfer Assessment tool to help clients choose housing options.

Options include Homeless Set Asides, Emergency Housing Vouchers and Permanent Supportive Housing

Priority Populations Ranked for Open Slots First if Demand is High

People in RRH programs who have had a lease for at least 6 months, display high vulnerability to returning to homelessness and time out of RRH first.

Referrals to housing resources with reported openings happen electronically

The person who did the assessment will be notified when a match happens

Questions



RRH Transfer Assessment

A Tour of the Tool



Pathways Assessment Tool- Tell Us More

Who is eligible to be assessed with the tool?

Active participants in a Boston-funded RRH program

- Have a signed lease and
- Housed for at least 6 months at the time of assessment



Pathways Assessment Tool- Tell Us More

Who should we target for assessment? Boston Residents

- People who's RRH financial assistance is scheduled to time out first.
- People experiencing severe challenges to maintaining housing
 - Challenges maintaining the unit or adhering to the lease
 - Behavioral challenges
 - Challenges maintaining any source of income



Pathways Assessment Tool- Tell Us More



How Does the Tool Work?

- Think of it as filling out a housing application- very similar types of questions
- It has key points to share with clients for each question
- You may use information you already have or know about the client to have a conversation about housing preferences

Pathways Assessment



What does this tool assess for?

1.) Homeless Set Aside + Emergency Housing Voucher (EHV) Sign Up

Subsidized units and mobile BHA vouchers set aside for people experiencing Boston homelessness

2.) Permanent Supportive Housing

Permanent subsidized housing (voucher or unit) with “forever”, intensive supportive services attached.

Pathways Assessment



Pathways Assessment Tool- Screen Share

Questions



Pathways Assessment

**Matching to open
housing slots**



Pathways FAQ's



Is My Client Automatically Eligible for Everything in Pathways?

No.

At the time of assessment, clients do not have to document any of the eligibility criteria for the housing programs. However, if you have eligibility documentation (shelter/outreach letters verifying homelessness, income, ID documents) we encourage you to keep them on file and/or **upload them to the client's warehouse** record so that the documents can be accessed by the housing program.

Each housing program has its own eligibility to document at the time of referral.

In general, permanent supportive housing resources are very low-threshold and do not conduct any background checks.

Homeless set aside units and EHV's are administered by development/management companies and use background checks to screen potential tenants.

Matching: What should we expect next?



Homeless Set Aside Matches

- When there is an opening, HomeStart will run the list of names of people who elected to live in the neighborhood, ranked by cumulative days homeless in the last three years
- HomeStart will reach out to the contacts provided on the Pathways assessment to see if the participant is interested and provide the development application.
- Participants will have **7 calendar days** to respond to matches. Clients who miss an opening may still be re-referred to new openings after a 60-day waiting period.

Are there services that come with homeless set aside units?

- No. If a client is working with an agency that is willing to help navigate them through the process, leverage that.
- HomeStart provides light touch guidance to get through the process.

Matching: What should we expect next?



Permanent Supportive Housing (PSH) Matches

- When there is an opening, DND (the City) will run the list of names ranked by cumulative days homeless in the last three years and who have a disabling condition.
 - *Note: disabling condition is an eligibility requirement for PSH*
 - *Note: You may still use self cert until 12/31/2021; can continue intake observation for the first 45 days of a PSH enrollment*
- Participants will have **seven calendar days** to respond to matches. Clients who miss an opening may still be re-referred to new openings after a 60-day waiting period.

Are there services that come with homeless set aside units?

- Referring agencies will need to provide housing search services if it is a mobile voucher. If you cannot, please alert Ian at DND.
- All PSH units come with intensive stabilization services that last as long as the client is enrolled in the PSH program.

Matching: What should we expect next?



Emergency Housing Vouchers (EHV) through Boston Housing Authority

1. **The Referral:** DND will send BHA a list of the:

- Shelter stayers with the most cumulative Boston homeless nights in the last three years
- Boston shelter stayers fleeing domestic violence by date of assessment

2. **The BHA App:** Both the participant and staff contact from the assessment will receive a personalized application link from BHA to complete. Please complete within five business days.

- *Note: the email comes either from Bostonhousing.org or cognitoforms.com- check your junk!*

Matching: What should we expect next?



Emergency Housing Vouchers (EHV) through Boston Housing Authority

3. **The Docs:** You can upload required documents directly to the application when you fill it out- submit as much as you have at that time. Once you submit it, you cannot go back and edit, but BHA will follow back up with you.

- **Required docs include:** Photo ID (may be shelter ID), proof of birth, proof of relationships, social security number and income (which can be self attested in the app).
 - *See FAQ #4 in RRH Transfer FAQ Doc for more detail on what can be used.*
 - *You may upload photo copies.*

Matching: What should we expect next?



Emergency Housing Vouchers (EHV) through Boston Housing Authority

4. Screening Process

- Apps are being processed within 2-4 weeks of submission
- In general, **participants will NOT have screening appointments** scheduled- BHA will process their app and issue a voucher.
- Some may need to schedule an appointment to clear up missing docs or mitigate background info.
- These appointments can happen remotely or in person.
- Below are screening criteria BHA may ask to mitigate and/or deny a voucher:
 - **Automatic denial:** Manufacturing methamphetamine on federal grounds
 - **Automatic denial:** Subject to a lifetime sex offender registration requirement
 - **Possible Denial:** Violent criminal activity currently or within the last 12 months.
 - **Possible Denial:** Other criminal activity currently or within the last 12 months that may threaten the health, safety, or right to peaceful enjoyment of the premises.
 - **Possible Denial:** Fraud, bribery, or any other corrupt or criminal act within previous 12 months in connection w/any federal housing program.

Matching: What should we expect next?



Emergency Housing Vouchers (EHV) through Boston Housing Authority

5. Voucher Briefings

- Once a participant is approved for an EHV voucher, they will receive a self-paced video with accompanying documents to view the voucher briefing.

6. Helpful Costs

- BHA can cover broker's fees and/or landlord bonuses for EHV participants

Pathways FAQ's



How can I help my client connect to a housing program if there is a match?

The person who completed Pathways with the client will be contacted when the client is matched to a housing resource. We encourage you to contact the client to see if they have been contacted by the housing program, and to assist the client in connecting with the housing program if needed.

Participants will have **7 calendar days** to respond to matches. Clients who miss an opening may still be re-referred to new openings after a 60-day waiting period.

Pathways Assessment

**Frequently Asked
Questions (FAQ's)**



Pathways Assessment Tool- Unpacking



How does Confidentiality Work?

Since Pathways allows referrals across programs in Boston, consent **must** be obtained by the participant to share their information. The options are:

COVID Housing Assistance Network (HAN) Release

Allows info to be shared across providers; staff may complete during COVID

Limited CAS Release

Allows info to be shared with DND to make an anonymous match; staff completes

Upload to the warehouse; if you are not on the warehouse, email to allison.singer@boston.gov.

Example: Warehouse Record

Client ID: 64700

Dashboard History Files



Last Seen
1 day ago

Last Seen Location
Arborvitae Lake, Hawthorn Hotel, Northern Red Oak Center, and Yellow Birch Hotel

Days in Last 3 Years
776 homeless ⓘ
776 literally homeless ⓘ

Enrolled in
ES PH

Homeless Span
Dec 22, 2017 to Feb 6, 2020 776 days ⓘ

Veteran
✗ No

Disabled
✓ Yes ⓘ

Consent Form
✓ Full HAN Release

CAS
⌚ Long-term Stayer
👤 Available in CAS

Pathways
⌚ Pathways Assessment Jan 5, 2020
⌚ Marked Ineligible in a CAS Match Feb 5, 2020

Pathways FAQ's



If my client has Boston homeless nights not in the warehouse, how do we add them?

You may add Boston homeless nights that are not in the warehouse to the client's record. ***RRH programs will have to do a three year homeless history from the lease signing date.*** This is bc the Warehouse only looks back three years from today's date.

Nights eligible to be added include:

- Any Boston shelter/unsheltered nights not in the Warehouse bc it is past the three year look back.
- Boston shelters who do not input into HMIS (i.e. DV shelters; Rosie's)
- Boston Unsheltered stays not in HMIS (i.e. verified by police, other outreach)
- Stays in institutions less than 120 days

Fill out form; add up days in assessment question; upload docs to warehouse if you have them

Pathways FAQ's



Do we need to collect documentation of our clients' Boston homeless nights three years prior to the lease date? Yes.

Some of the housing programs require length of time homeless as an eligibility criteria. For example, all of the permanent supportive housing programs have to document someone had at least a year of homelessness in the three years prior to lease up.

How do we document the nights?

Screen share- Order of Priority of Documentation

Questions



Next Steps & Thank You!

- Ensure you have the Clarity or CAS user ID and access to the page
- A coordinated assessment push Nov. 29-Dec. 12th, 2021 for the BHA EHV's