

Rapid Re-Housing Frequently Asked Questions

Please use this guide as a reference for a better understanding of the frequently asked questions regarding the Rapid Re-Housing (RRH) Program. You will also notice additional resources to help assist you with making RRH referrals.

Frequently Asked Questions

How long does the RRH assistance last?

The RRH assistance is a short-term program with the possibility of clients receiving 8 months of assistance. However, each client is re-evaluated every 3 months to determine if client continues to be eligible for the program.

At the 3 month re-evaluation, what is the maximum income clients can have?

Households receiving RRH services must have income at or below 30% AMI at time re-evaluation to continue to qualify for ongoing assistance. Income limits are available on HUD's website at <http://www.huduser.org/DATASETS/il.html>.

Is there a risk of clients losing the assistance at the 3 months re-evaluation?

Yes, households must have an income at or below 30% of AMI at time of re-evaluation to continue to qualify for ongoing assistance. Remember, all clients can receive a *maximum* of eight months of assistance, but some may only qualify for three to six months of assistance based on income limits.

How often can clients be referred and how many clients can our program refer to RRH?

RRH referral intake is open on an as-needed basis only. When spots in the RRH program become available, interim housing providers will be notified via email that referrals may be entered into HMIS. This email communication will also outline how many referrals are currently being accepted from each program, as well as instructions on how to complete referrals through HMIS. If you are unsure if RRH referral intake is currently open, please contact the Emergency Fund.

Would clients with unconventional income methods, such as cash pay, also qualify?

In accordance with the ESG Interim Rule, there are no income limits at the time of RRH program entry. Clients are only required to have some income, from any source, at the time of referral. However, please remember RRH is a short-term rental assistance program. RRH assistance aims to help individuals or families who are homeless move as quickly as possible into permanent housing and achieve stability in that housing. Clients will be expected to re-certify for the program after three months and will be asked to provide documentation of income.

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What are the “other available resources” that would disqualify someone from being eligible for RRH?

Clients must not have any other resources that could help them become housed in order to qualify for the program. This could potentially include, but is not limited to, family and friends the client could stay with, other housing options or rental assistance being received from other sources, etc.

Do people who have eviction history qualify for the program?

Yes, clients with previous evictions will qualify for the RRH program.

Do individuals or families have to have citizenship to qualify? If so, do they have to be a legal permanent resident?

In accordance with Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, an alien (a person who is not a U.S. citizen or national) may be eligible for assistance under RRH only if he or she is a “qualified alien” (defined in 8 U.S.C. 1641). RRH Partner agencies are not required, but may, verify that an alien is qualified alien in order to provide him or her with RRH assistance. However, if a RRH Partner Agency pursues verification, it must follow the requirements set forth in the interim guidance published by the Department of Justice.

Is the Rapid Re-housing Client Consent form available in Spanish?

Currently, the RRH Client Consent form is not available in Spanish. The Emergency Fund will send out an e-communication once the form is available in Spanish.

Does a client’s position on a housing waitlist (for example HCV) disqualify him/her from entering the RRH program?

No, a client will not be deemed ineligible for the RRH program if they are on another housing waiting list.

Do people who have previously participated in RRH and completed the program, but have since re-entered homelessness, still qualify for the program?

If an individual or family has previously participated in the RRH program, they may still qualify for additional assistance, particularly if they did not receive the maximum of eight months assistance. Please contact the Emergency Fund for further guidance if you are unsure if a previous client may qualify for further assistance through RRH.

Will the RRH partners also contact the referring case manager?

When making a referral to RRH, it is best to provide as much contact information as possible. If you would prefer the RRH partners contact the referring case manager, please be sure to indicate this in “Additional assessment/referral information” section of the HMIS Rapid Re-housing (RRH) – Initial Assessment and Referral.

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How long does it typically take for the client to be contacted after being referred?

The RRH provider typically will contact the client within a few days of receiving the referral. Please be sure to indicate in the “Additional assessment/referral information” section any additional information that will assist the RRH provider in contacting the client. If your client has not been contacted after one week, you may contact the Emergency Fund to check the status of a referral. Occasionally, we will receive more referrals than spots available and will not be able to forward a referral to the partner agency immediately after it has been made.

If the client does not have a phone number, are they able to provide the shelter number as a contact number?

Yes, please be sure to indicate the number is the shelter number and whether it would be more appropriate to speak with the staff making the RRH referrals to ensure the connection is successful. It would be preferable to list the case manager’s contact number or another direct contact, rather than a general shelter phone number.

After being referred, is there a time limit for clients to locate and obtain housing before they are exited from the program?

The current guideline is 60 days from the time of referral, however, the Emergency Fund can also work with the RRH provider on an individual basis, as well. If the client is not able to obtain housing within 60 days, the case manager may assess the client’s housing barriers to determine whether the RRH program is an appropriate housing solution for the client, and may refer to other housing providers.

If you have further questions about the RRH program and referrals, please contact Elizabeth Perez at eperez@allchicago.org or CoCprograms@allchicago.org.

Resources

RRH Webinar

Thank you for those who participated in the RRH webinar that occurred on March 26, 2015. Please click here to view the webinar: <http://bit.ly/RRHWebinar-March2015>

If you were unable to attend, we highly recommend reviewing this webinar before making referrals.

RRH Workflow for Interim Housing Providers

Please review the RRH Workflow for Interim Housing Providers for details on the how to complete the assessment and referral in HMIS: <http://bit.ly/RRHWorkflow-IHProviders>