



Rapid Rehousing Assessment Process – Job Aid

Rapid Rehousing is an intervention-informed, Housing First approach that rapidly connects families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

This job aid will explain how rapid rehousing involvement, enrollment, rental assistance and case management are documented in HMIS, as this is different than other program types that use HMIS.

Entering Program Involvement and Enrolling a Household Into Rapid Rehousing

The screenshot displays the HMIS software interface for the Department of Human Services, Allegheny County, Pennsylvania. The interface includes a navigation menu on the left with options like 'Program List', 'Bulletin Board', 'Request Details', 'Active Clients', 'Pending Clients', 'Wait for Referral', 'Referral Details', 'Cases', 'Reports', and 'Home'. The main content area is titled 'Bulletin Board' and contains two tables: 'Program Inventory' and 'Referrals'.

Program Inventory	Currently Available	Total Units	Over Capacity Units	Assigned to Bulletin Board
Rapid Rehousing	126	126	0	0

Request Date	Request Time	Requested By	Estimated Date Needed	Unit Type
03/28/2017	09:21	Blond, Ann	03/29/2017	Rapid Rehousing

Referral ID	Referral Date	Referral Time	Unit First Name	Unit Last Name	Household Size	Unit Size	Referred By	Referral Status	Assigned Date
1001	09/21/2016	10:06	John	Chief	1	06	Ann Boyd	Accepted Pending	9/21/2016 10:06:06 AM
1002	11/22/2016	10:11	John	Chief	1	06	Ann Boyd	Accepted Pending	11/22/2016 10:11:11 AM

1. Request a referral from the homeless resource coordinator via HMIS (for further instruction on this process, please see the job aid **Provider Bulletin Board- Requesting a Referral**).
 - a. Begin reaching out to the client within an hour of the referral being assigned, and continue to reach out to attempt contact with the client. Document all contact attempts; there should be a minimum of 3 contact attempts in 72 hours.
 - b. When you reach the client, schedule a time for the intake appointment. At this time, the household's referral status must be updated to Accepted-pending in HMIS.



TIP: For rapid rehousing programs, a client's HMIS Program Involvement Start Date and Enrollment Date will be the same date: the date they committed to working with the program to locate housing, which may or may not be the date of intake.

- c. Once the intake paperwork is completed, complete the entry assessment for all household members.
- i. When completing the entry assessment, if the client is still searching for a unit, please enter *No* on the **Residential Move-In Date/In Permanent Housing** screen of the entry assessment for all household members.

The screenshot displays the 'Permanent Housing' section of the HMIS system. It includes a sidebar with navigation options like 'Program', 'Client', 'Activity', 'Admin', and 'Resource Coordinator'. The main content area is divided into several sections:

- Household Members:** A table with columns for HH Member, Member Name, Gender, Birth Date, Relationship to HH, SSN, Vet Status, HMIS ID, and Active. One member, 'John Boyd', is listed as the 'Head of household'.
- Program Involvement List:** A table with columns for Program Name, Program Start date, Enrollment Date, Anniversary Date, Est. Exit Date, Exit date, Voluntary Termination, and Enrollment. One program, 'HERCY - RAPID RE-HOUSING - ESS COUNTY', is listed with a start date of 09/21/2016.
- Assessments:** A table with columns for Assessment ID, Assessment Description, Assessor Name, Start Date, Completion Date, and Assessment Status. One assessment, 'Program Entry Assessment', is listed with a start date of 09/21/2016.
- Permanent Housing Details:** A section with a dropdown for 'In Permanent Housing?' (set to 'No'), a 'Move In date' field, and a 'Permanent Housing Address' field.

- ii. If the household has located a unit at the time the entry assessment is completed, please enter *Yes* to the question *In Permanent Housing?* on the **Residential Move-In Date/In Permanent Housing** for all household members. You will also need to enter the actual move-in date (the date the household spent the first night in the housing) and the address of the unit.



- d. **Enrollment into HMIS should be completed when all required paperwork /chronic homeless documentation has been collected for Rapid Rehousing. Enroll the household when you are confident that the client is committed to the program- use your best judgment.**

2. If the household locates a unit and moves in after HMIS enrollment has been completed, then an Update assessment must be done for **all members of the Household** between 1 and 3 business days after the move-in to document that they are now in a permanent housing situation. On the **Residential Move-In Date/In Permanent Housing** screen of the assessment, enter Yes to the assessment question *In Permanent Housing?* You will also enter the move-in date (the date the household spent the first night in the unit) and the address of the unit.

TIP: When the *Residential Move-In Date/In Permanent Housing* assessment screen is marked Yes to *In Permanent Housing*, with a move-in date and address— whether it is entered in the Entry assessment or in an Update assessment—that is when the 9-month timer for the program to provide rental assistance begins.



Rental Assistance Exit Assessment: Documenting the End of Financial Assistance

Assessment ID	Assessment Description	Assessor Name	Start Date	Completion Date	Assessment Status
209685	Program Entry Assessment	Ann Boyd	09/02/2016	03/28/2017	Complete
210415	Rental Assistance Exit Assessment	Ann Boyd	03/28/2017		Active

Would you like to pre-fill this assessment with the previous exit assessment from this program? ☐ Yes ☒ No

Assessment Date *
03/28/2017

Program Entry Assessment
Program Update Assessment
Program Annual Assessment
Rental Assistance Exit Assessment
Program Exit Assessment

Show Preview Cancel

1. When the time-limited financial assistance has ended, this should be documented by creating a **Rental Assistance Exit Assessment for the Head of Household**. This is a new assessment type created in HMIS specifically for Rapid Rehousing programs and clients. It cannot be accessed or used by any other program type.
 - a. The Rental Assistance Exit Assessment will have a mandatory field on the **Residential Move-In Date/In Permanent Housing** screen: Rental Assistance End Date. This date field will be used to record when the household stopped receiving financial rental assistance through the rapid rehousing program.

Assessment ID	Assessment Description	Assessor Name	Start Date	Completion Date	Assessment Status
210415	Rental Assistance Exit Assessment	Ann Boyd	03/28/2017		Active
209685	Program Entry Assessment	Ann Boyd	09/02/2016	03/28/2017	Complete

Assessment Status

Permanent Housing Details

In Permanent Housing? *
Yes

Rental Assistance End Date *
3/28/2017

Move In date *
03/28/2017

Permanent Housing Address *
1 Smithfield St
Pittsburgh, PA 15222-2221

Select

Save Cancel << Save & Back Save & Next >>

- b. By completing a Rental Assistance Exit Assessment for the Head of Household, the unit will release immediately back to the bulletin board, and another referral can be requested.



TIP: In HMIS, the Head of Household "holds" the unit assignment for all members of the household, so only the Head of Household needs to have a Rental Assistance Exit Assessment completed to release the unit to the bulletin board and move all household members to case management.

Active Clients

Client List

Results 1 - 11 of 11

57539	No	SVWUG		CYQUL	08/28/2000	Male	09/11/2015		Rapid Re-Housing
62635	Yes	Nmzfbyd	A	Dgyhbeym	08/04/1981	Male	09/30/2015		Rapid Re-Housing
52517	Yes	lloxt		Nmzfbydl	05/04/1969	Female	08/12/2015		Rapid Re-Housing
57539	Yes	EECGB		JLSFMME	06/07/1975	Female	09/11/2015		Rapid Re-Housing
57170	Yes	Vvwwt		Tpspxjrgm	03/24/1988	Female	09/29/2015		Rapid Re-Housing
52517	No	Rcohggy	R	Nmzfbydl Cznlf	10/05/2006	Female	08/12/2015		Rapid Re-Housing
69841	Yes	Aifffc		Bmfmvf	10/30/1970	Male	02/04/2016		Rapid Re-Housing
121480	Yes	Jgcnm		Jlslpmfw	02/03/1965	Male	08/02/2016		Rapid Re-Housing
129337	Yes	Swmmyer		Dsflbq	05/03/1985	Female	07/19/2016		Rapid Re-Housing
115954	Yes	Jmddbuv		Elzuiff	11/04/1958	Male	07/22/2016		Rapid Re-Housing
130424	Yes	Hola		Chef	09/01/1995	Doesn't identify as male, female or transgender	03/28/2017		Case Management

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- c. The household will remain active in the program and remain on the Active Clients Screen, but the unit type for all household members will appear as "Case Management" to denote that the financial rental assistance for this household has ended.
 - i. **Households that are marked as "case management" will not count towards the total active clients in the program since rental assistance has ended. Please note that they will remain on the Active Clients screen and their information should be updated through Update, Annual or Program Exit Assessments.**
 - ii. When case management has ended for the household, they should be exited by creating a Program Exit Assessment for all household members, along with entering their actual exit date. After the program exit assessment and exit date have been entered into the system, the clients will be exited from the program in HMIS.



If a Household Stops Receiving Rental Assistance and Exits the Program Without Case Management

Permanent Housing
*Denotes Required Fields **Denotes Half-Mandatory Fields

Household Members

HH Member	Member Name	Gender	Birth Date	Relationship to HHM	SSN	Vet Status	HMIS ID	Active
1	Royce Toi	Female	03/21/1980	Self (head of household)		No	433225	Yes
2	K. Collop Decker	Male	11/05/2001	Head of household's child		No	433226	Yes

Program Involvement List

Program Name	Program Start date	Enrollment Date	Anniversary Date	Est. Exit Date	Exit date	Voluntary Termination	Enrollment
A STEP FORWARD	04/06/2017	04/04/2017	04/04/2018	04/04/2019			Enrolled

Assessments

Assessment ID	Assessment Description	Assessor Name	Start Date	Completion Date	Assessment Status
210535	Program Exit Assessment	Ann Boyd	04/06/2017		Active
210538	Program Entry Assessment	Ann Boyd	04/06/2017	04/06/2017	Complete

Permanent Housing Details

In Permanent Housing? ☒ Yes

Move In date ☒ Y

Permanent Housing Address

Rental Assistance End Date ☒ Y

1. If a household is ready to exit the rapid rehousing program after rental assistance ends and does not require case management, proceed with creating a Program Exit Assessment for all household members.
2. If there is no Rental Assistance Exit Assessment created for the Head of Household at the time a Program Exit Assessment is created, then on the Residential Move-In Date/In Permanent Housing screen will show the Rental Assistance End Date field as mandatory to complete the assessment. This date field will be used to record when the household stopped receiving financial rental assistance through the rapid rehousing program.
3. By completing the Program Exit Assessment and filling in the Rental Assistance Exit Date field on the Residential Move-In Date/In Permanent Housing screen, the household will be exited from the program and release their unit back to the bulletin board immediately after the exit is completed.

For more information...

For assistance, please contact the Allegheny County Service Desk or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>