



DC Department of Human Services

Taskforce Presentation

Overview of the Family Re-Housing and Stabilization Program (FRSP)

Overview of Presentation

- Part I: Program Purpose
- Part II: Program Overview
- Part III : Program Data
- Part IV: Program Enhancement

FRSP Purpose

Tamitha Davis-Rama

DC Department of Human Services

Administrator

Family Services Administration

Program Purpose

- The purpose of the **Family Re-Housing and Stabilization Program** (“FRSP” or “Rapid Rehousing Program”) is to support District residents, who are experiencing homelessness or at imminent risk of experiencing homelessness, to achieve stability in permanent housing through individualized and time-limited assistance.
- FRSP is the ***primary*** housing intervention for families who are transitioning from the emergency shelter system

Why was FRSP created?

- FRSP was created to minimize the amount of time families spend in shelter and support rapid exit back to permanent housing program services
 - FRSP is a critical component of how the District helps families avoid shelter admission
 - Since Fiscal Year 2016, FRSP has ended an episode of homelessness for over 1,800 families

Program Service Delivery - *Program Expectation*

FRSP offers a range of supports that are responsive to participant needs, including:

- ☐ Housing identification
- ☐ Individualized case management services
- ☐ Monthly rental subsidy up to 12-18 months
- ☐ Connections to mainstream and community-based resources and financial assistance

Program Service Delivery - *Participant Expectation*

FRSP participants engage in program activities, including:

- ☐ Housing identification
- ☐ Meeting with case managers to receive individualized case management services
- ☐ Pay client rental portion (40-60% of household income)
- ☐ Understand lease requirements (including paying utilities) & maintain unit accordingly
- ☐ Actively seek to increase income by gaining employment or maximizing earned income

FRSP Task Force Purpose

Purpose

Recommend improvements in these key areas:

- ☐ Customer experience and outcomes
- ☐ Efficiency and effectiveness of program delivery
- ☐ Oversight and accountability

Task Force Members Expectation

We want your help – how can we achieve?

- ☐ Faster exits from shelter to FRSP with services in place;
- ☐ Faster transitions from FRSP to PSH and TAH as appropriate;
- ☐ More efficient exits from FRSP with viable housing sustainability plans;
- ☐ Critical review of policies that reduce assets in households as earnings increase while also recognizing the negative potential of a “cliff effect” at the end of the program subsidy; and
- ☐ Improved tracking of earned and unearned income throughout the program.

FRSP Overview

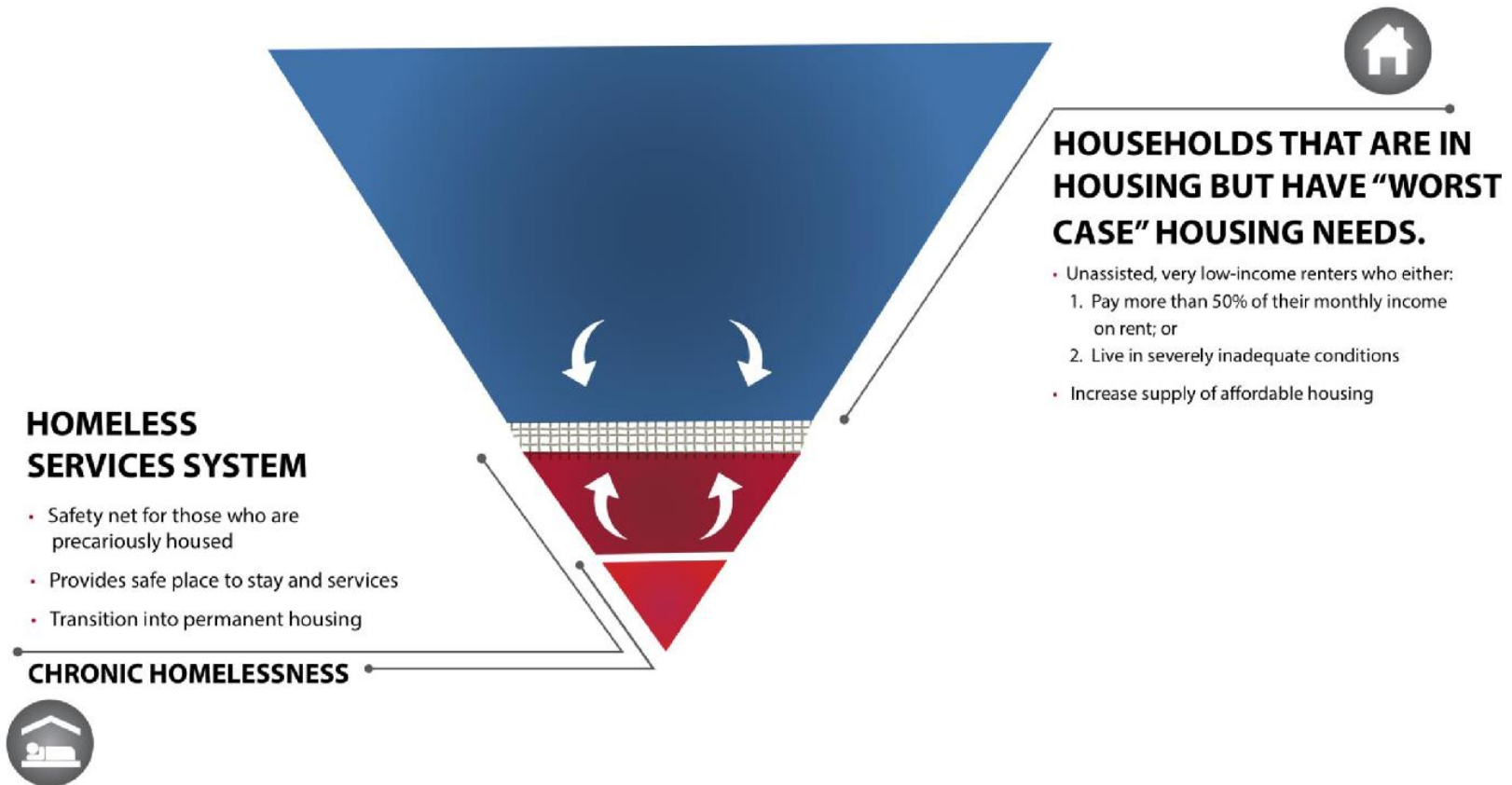
Noah Abraham

DC Department of Human Services

Deputy Administrator

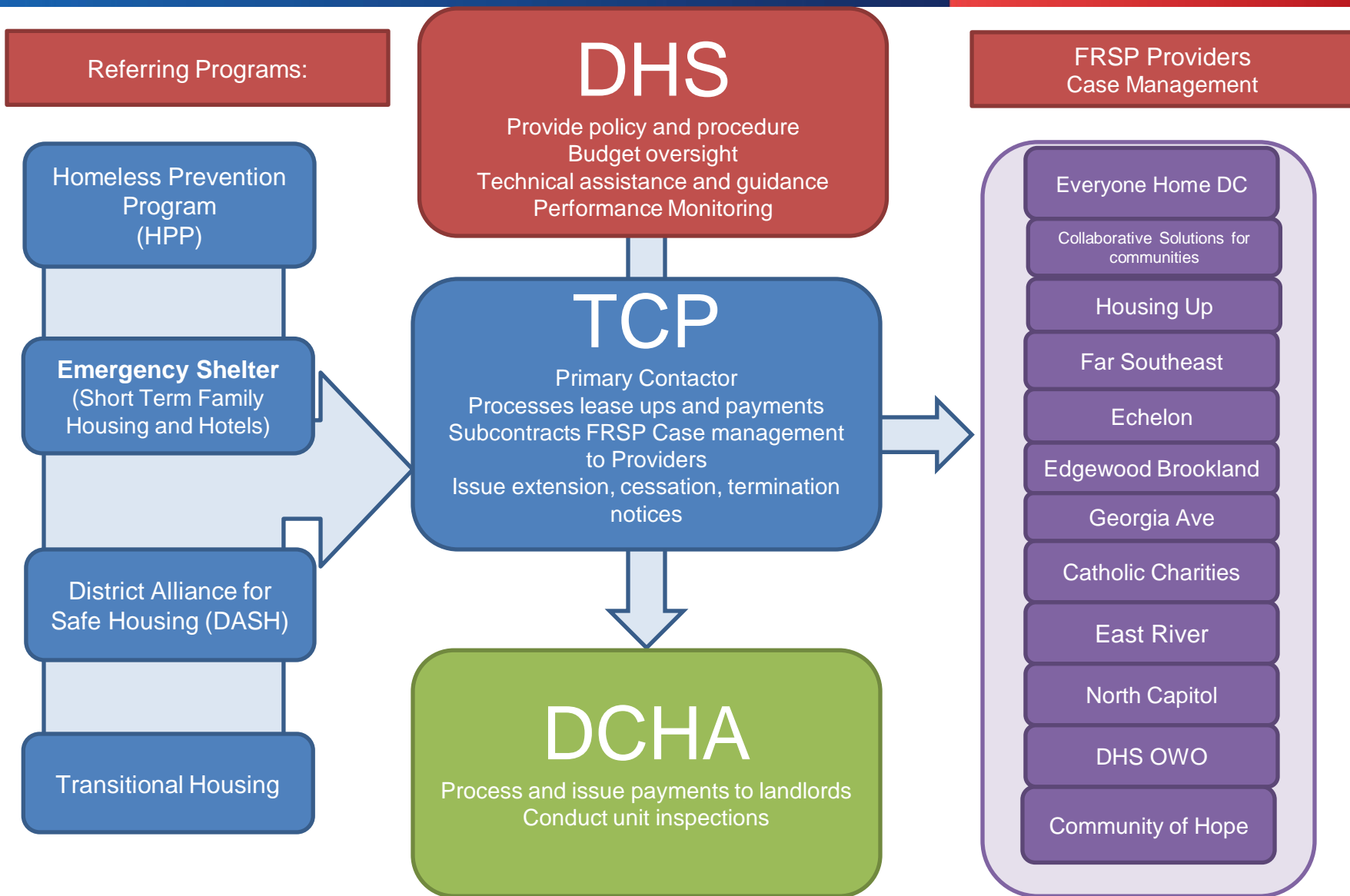
Family Services Administration

FRSP and Housing Affordability



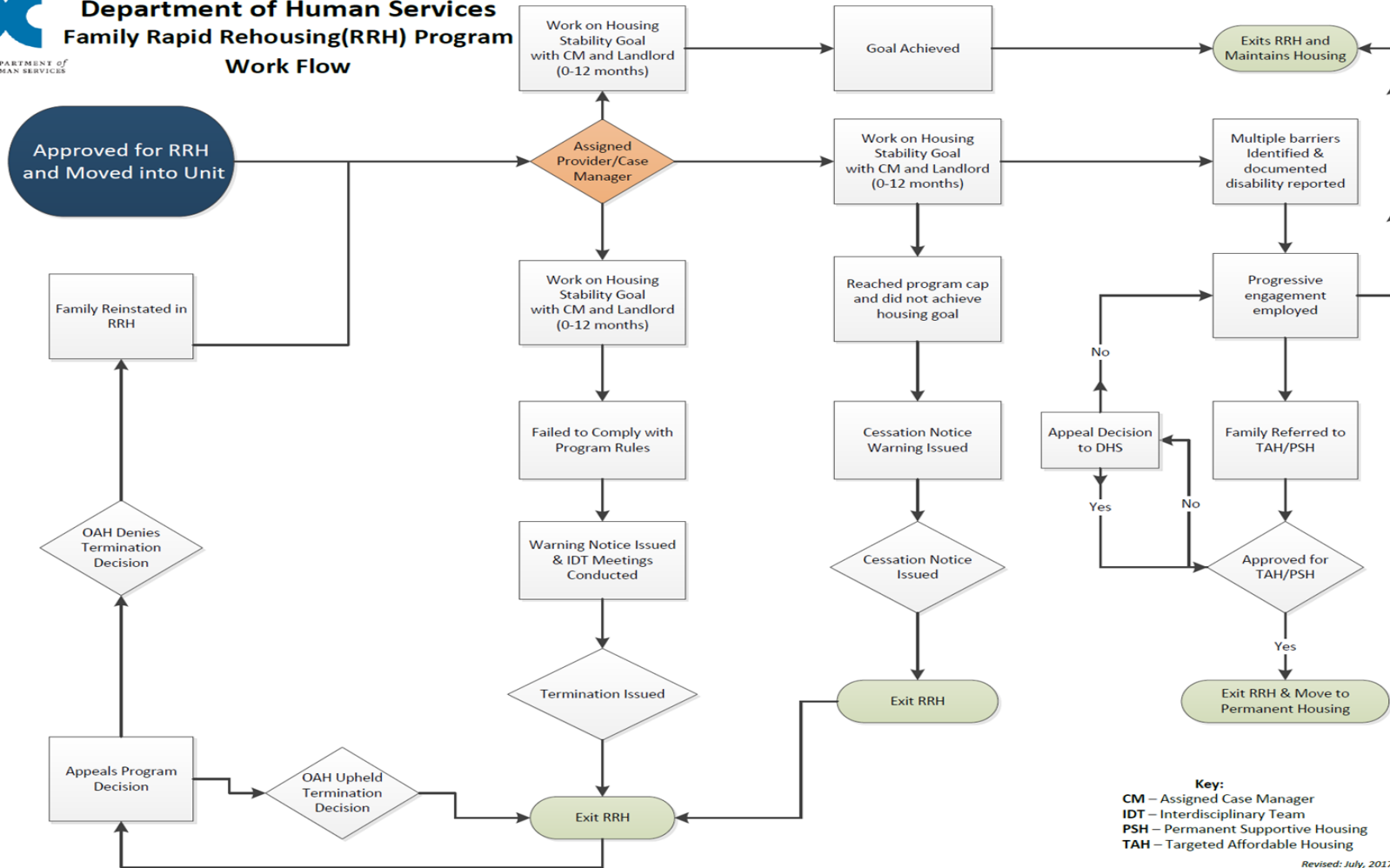
Role of Organizations

- ❑ **ICH** Guide the District's strategies and policies for making homelessness rare, brief and non-recurring
- ❑ **DHS** (Family Services Administration) Responsible for Program Rule, Policy Development, Administrative Hearings, and TCP oversight. DHS requests annual funding from DC Council and implements program according to budget authority and regulations.
- ❑ **TCP** Responsible for subcontractor selection and oversight, verification of landlord eligibility, rent calculations, lease ups and extension determinations, manages Coordinated Assessment and Housing Placement (CAHP)
- ❑ **DCHA** Responsible for conducting Housing Quality Standard (HQS) inspections, issuing rental payments and collects RPI tenant payments
- ❑ **Landlords** Provides program participants rent reasonable units within the District
- ❑ **Service Providers** Responsible for supporting families work towards housing independence through the creation of Housing Stabilization Plans





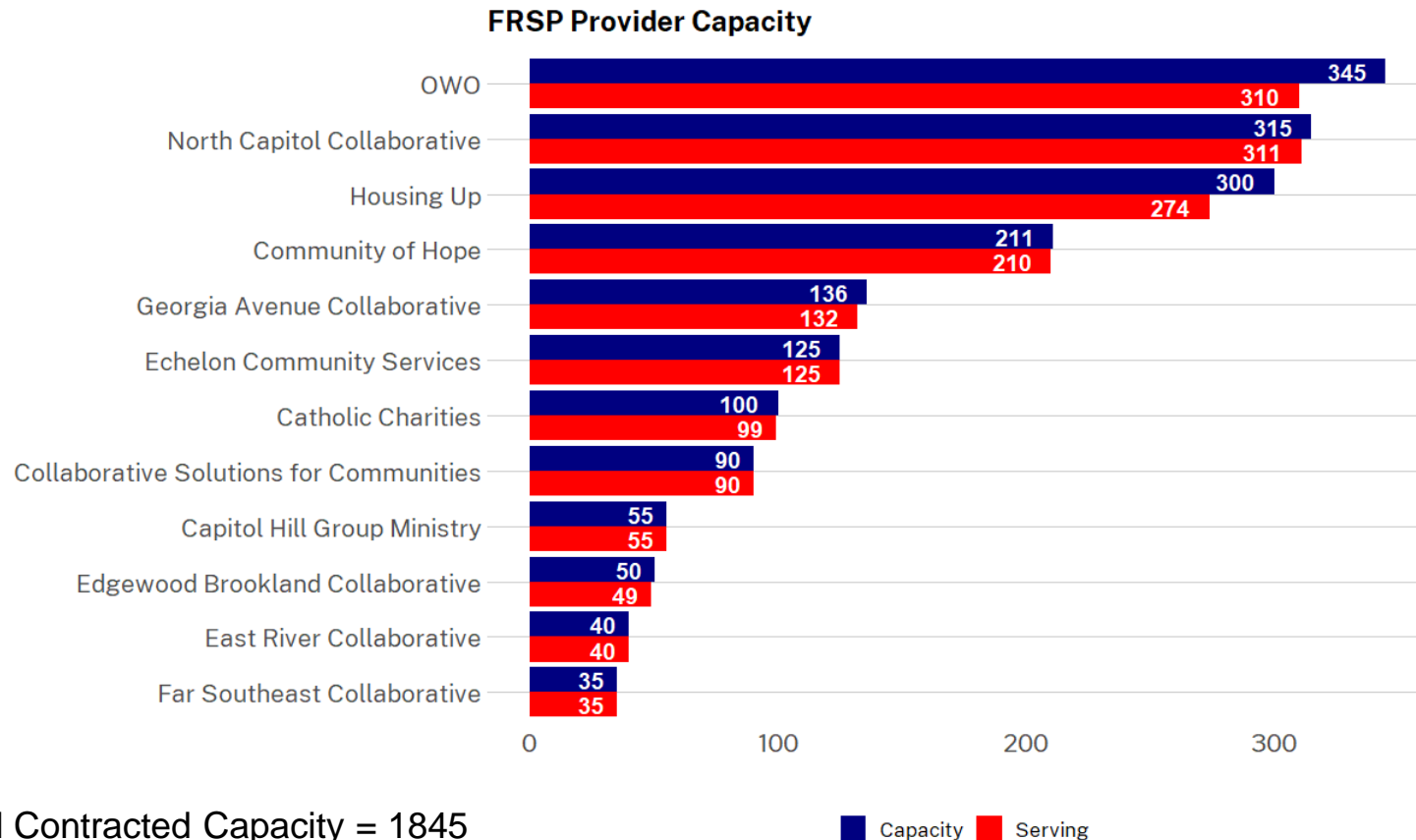
Department of Human Services Family Rapid Rehousing(RRH) Program Work Flow



FRSP Case Management Requirements

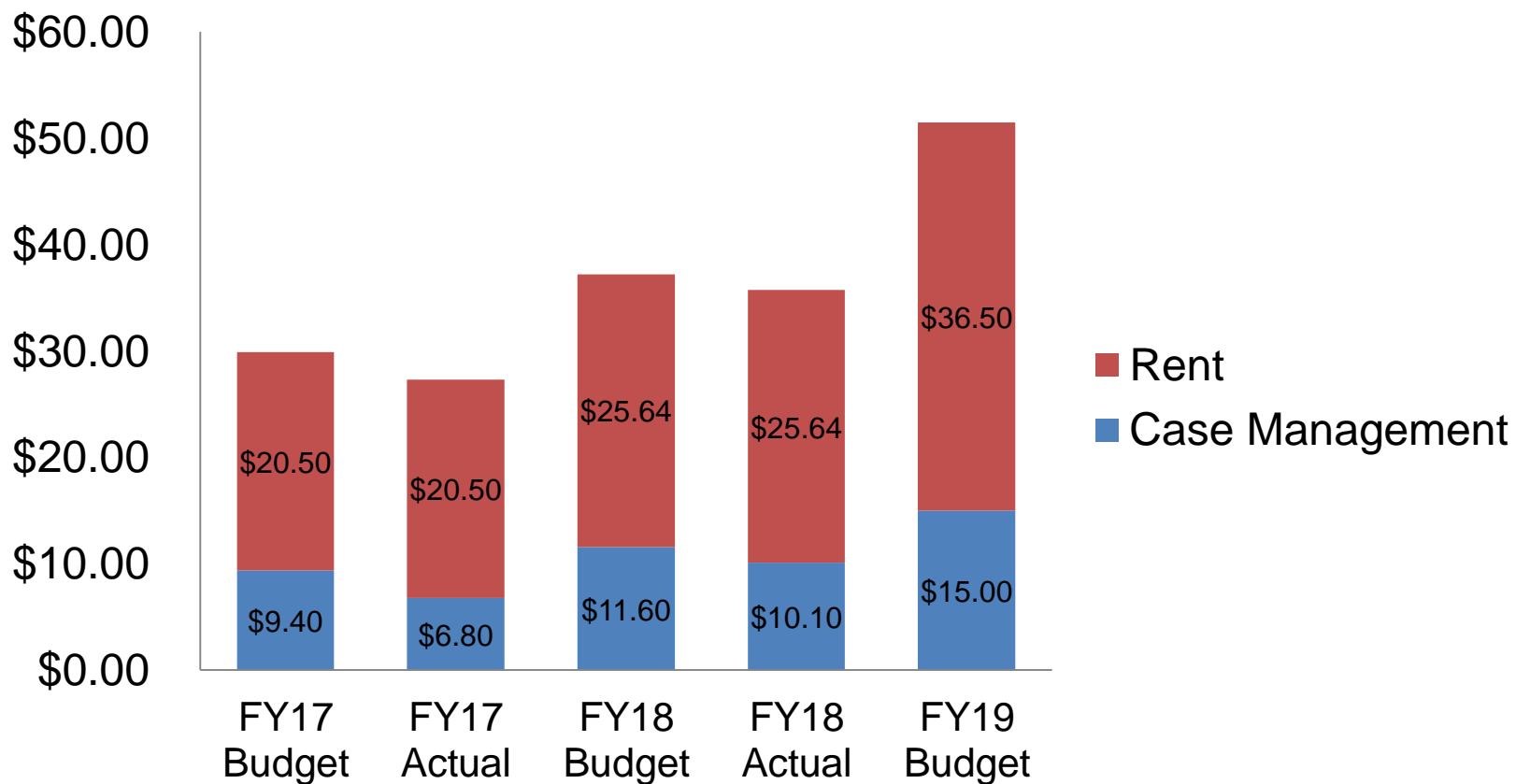
- 1:25 Case Manager ratio maximum
 - First 3 months
 - 4 contacts per month
 - 2 of the monthly contacts will be in person and at least (1) home visit
 - Housing Stabilization Plan & Budget
 - Within 14 days of contact
 - After 3 months
 - 1 minimum home visit/contact monthly
 - Quarterly Review
- Coordinate and provide needed referrals and resources on a ongoing basis

FRSP Provider Contracted Capacity

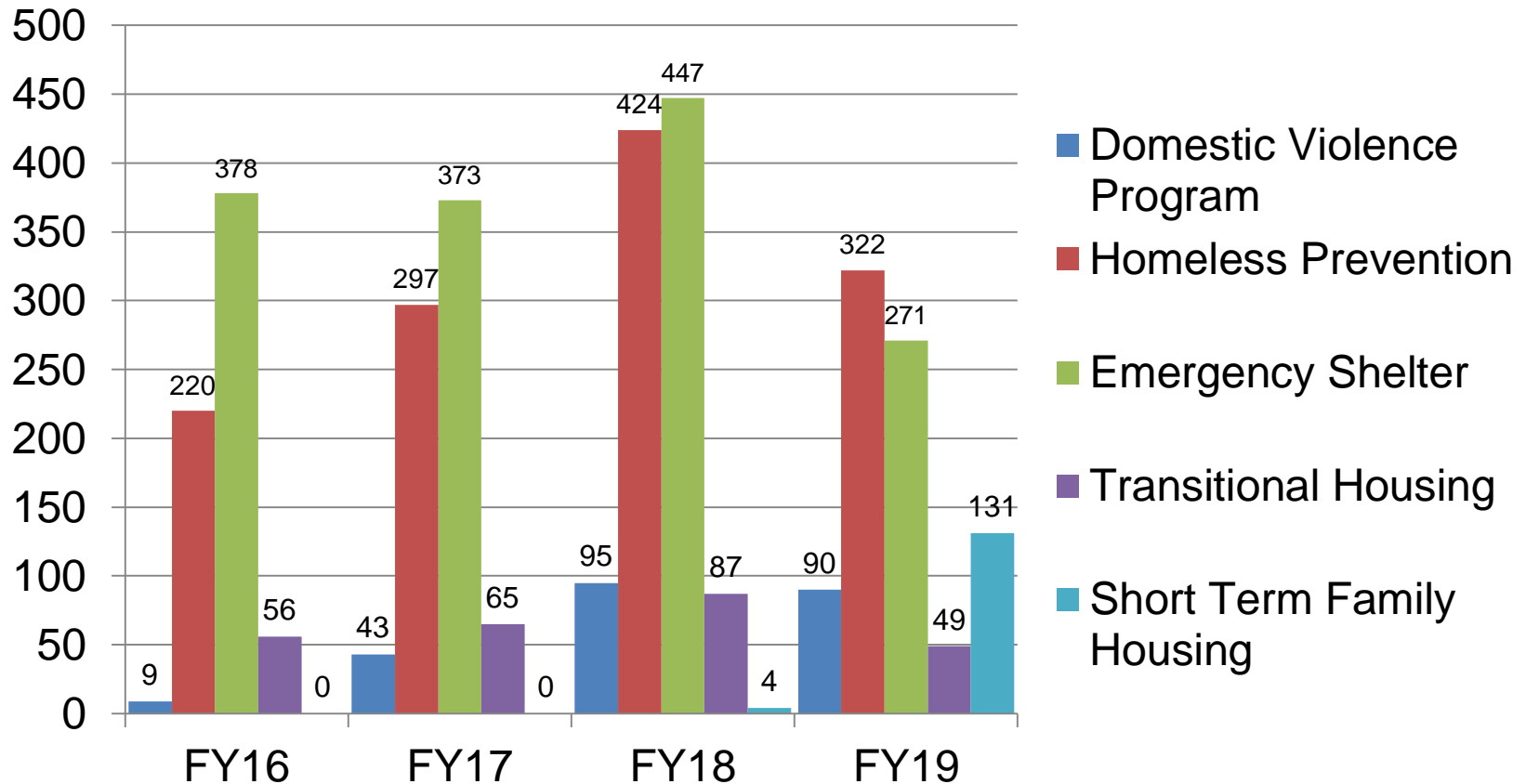


Total Contracted Capacity = 1845
Fiscal year 2019

Annual FRSP Investments

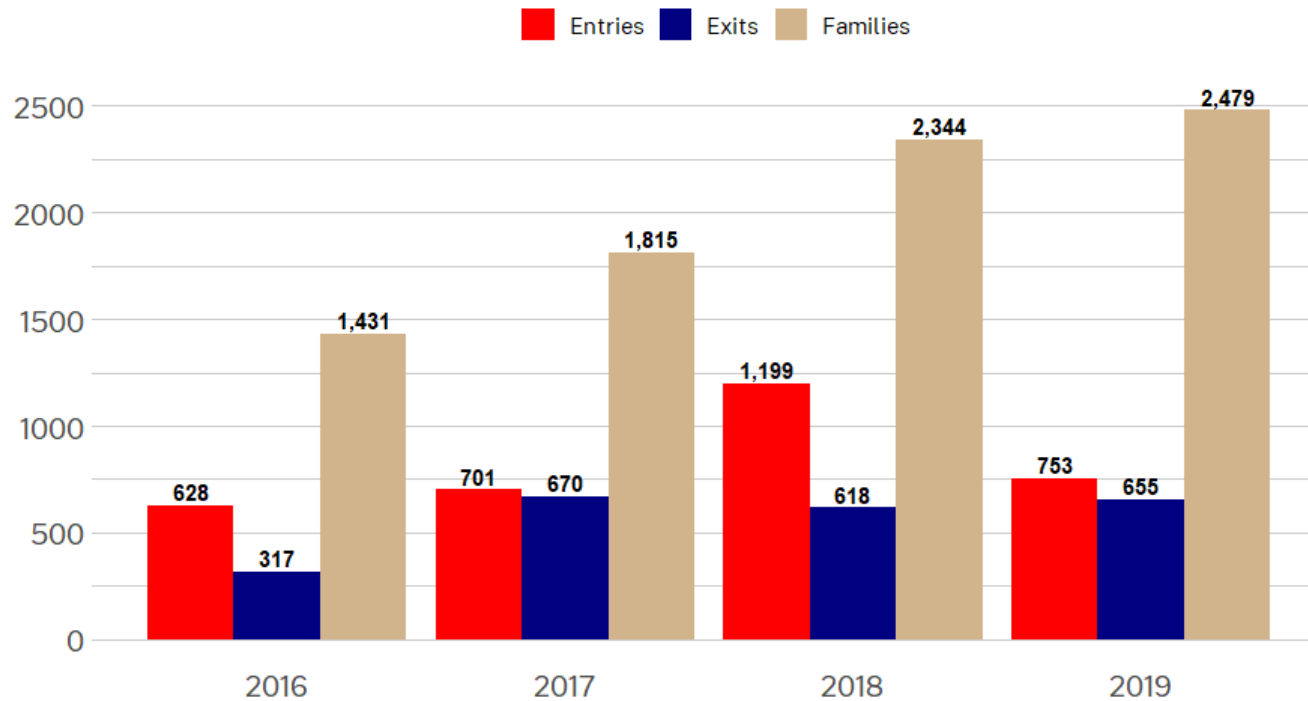


FRSP Entry Lease Up Origins

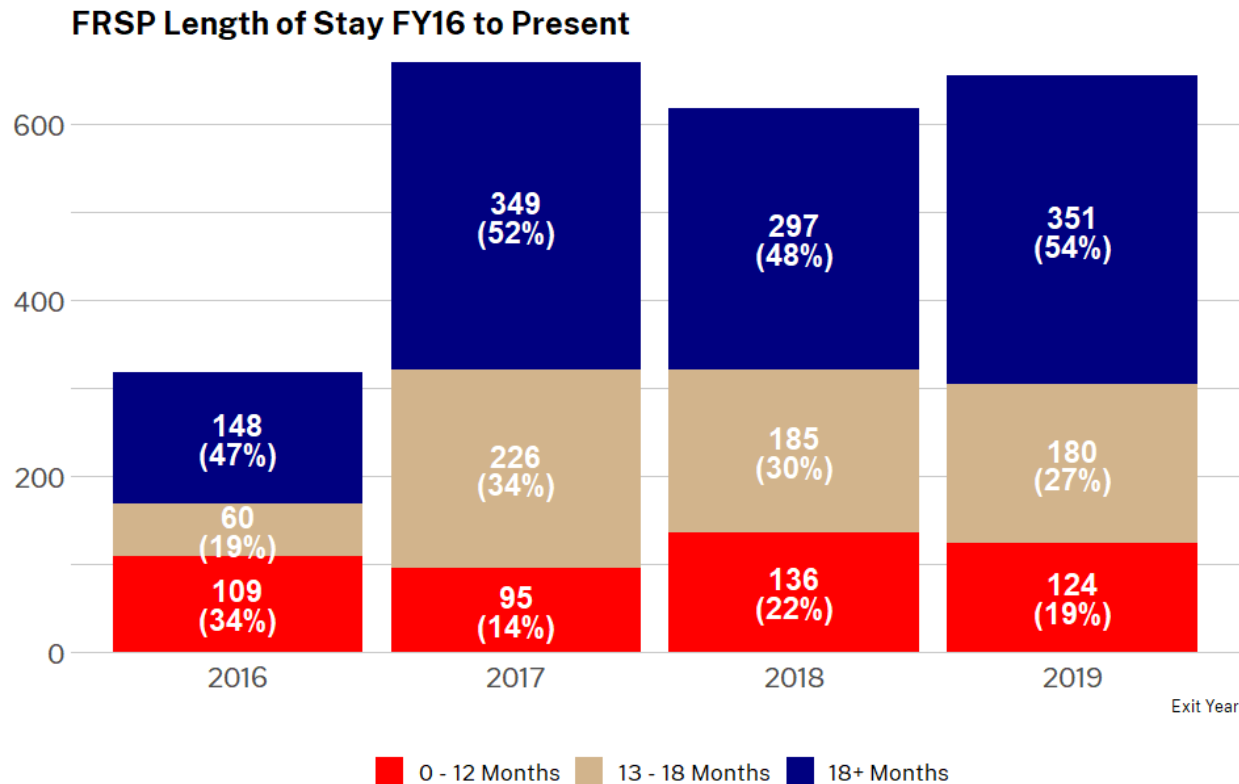


Program Data Overview

FRSP Entries, Exits, and Families Served by Fiscal Year



Program Data Overview

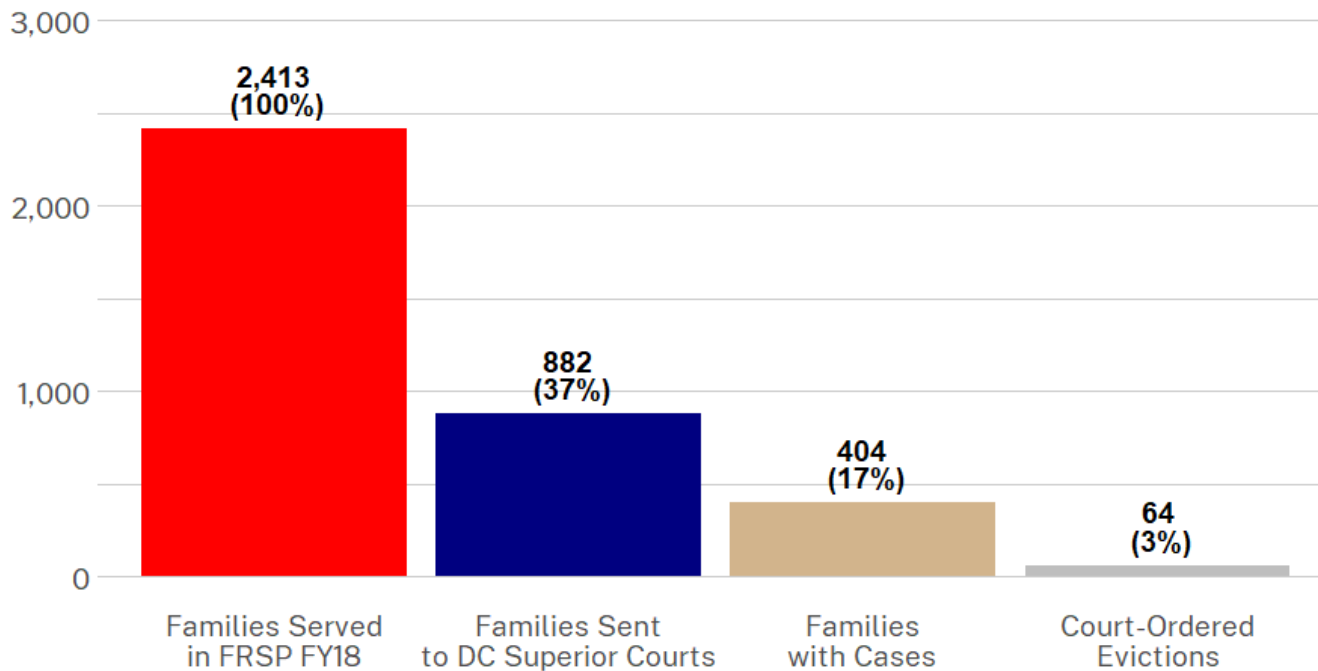


as of 07/25/2019

Office of Administrative Hearings - Outcomes

Review Outcomes	Affirmed	Dismissed	Reversed	Decision Pending	Grand Total
Denied	2	34	21	11	68
Remand	1	4		3	8
Rescission		7		1	8
Upheld – client failed to appear	7	46	9	23	85
Upheld – client withdrawn		239	1	38	278
Upheld – provider action	15	25	8	12	60
Waiver – Admin review	1	15	3	9	28
Decision not issued	3	20	1	30	54
Total	29	390	43	127	589

Program Data Analysis - Eviction



DHS examined 882 consenting families who exited FRSP between October 1, 2017 and February 28, 2019

Historical Program Design Changes

Year	Program Change
2017	Launched Rental Partnership Initiative (RPI) <ul style="list-style-type: none">• Landlords receive 100% rent from DHS• HAP contracts introduced to address maintenance challenges
2017	Launched the Landlord Partnership Fund
2017	Ensured a one year program subsidy commitment
2018	Defined engagement requirements
2018	Introduced Quarterly Reviews

Clarifying questions?

FRSP Customer Profiles

Kevin Craver

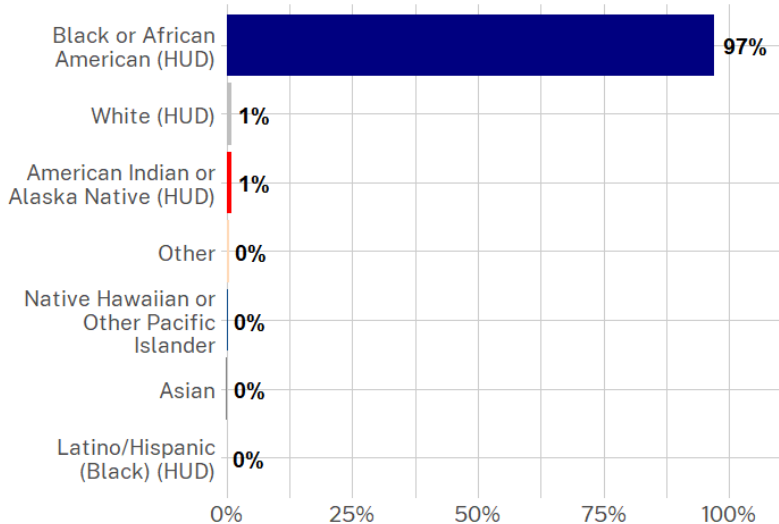
The Community Partnership for the Prevention of Homelessness

Chief of Family Program

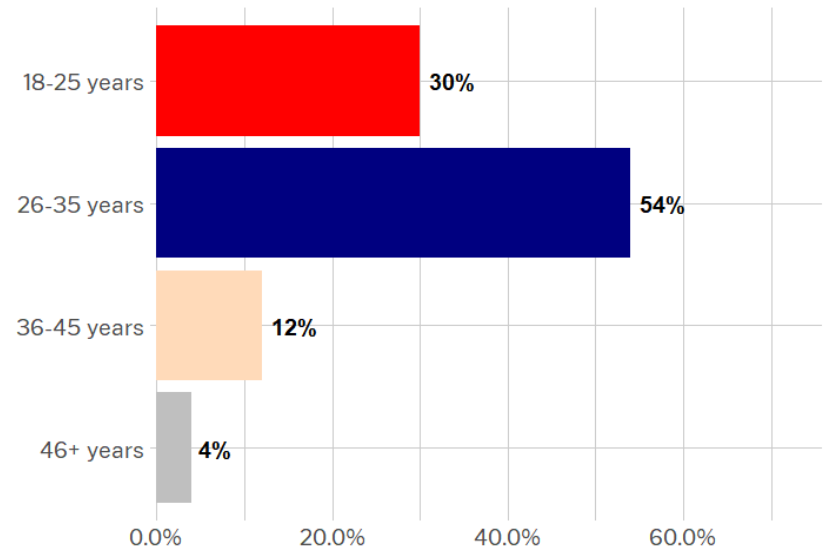
Program Data

Race and Age

FRSP Head of Household, Primary Race

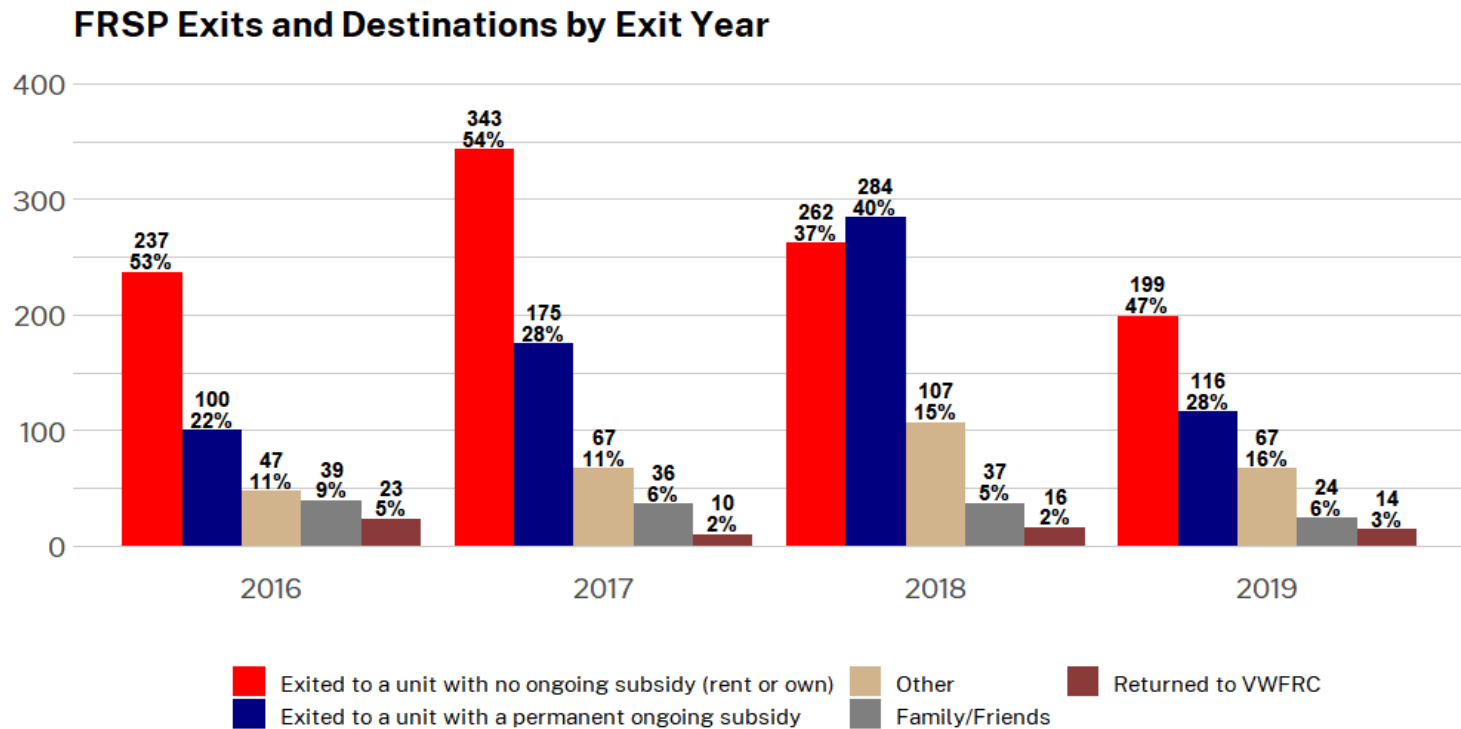


FRSP Head of Household, Age



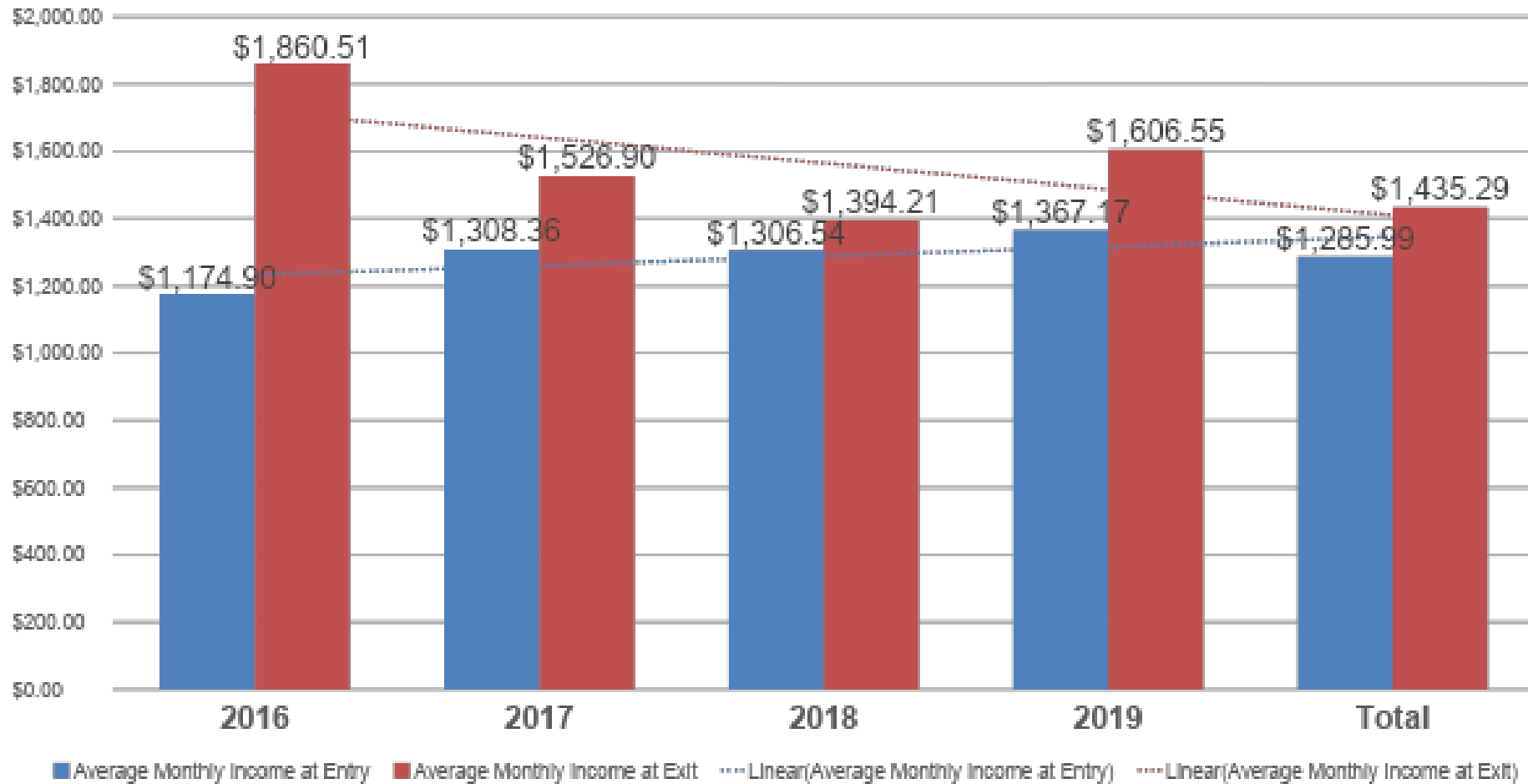
Program Data

FRSP Exits and Destinations



*Calendar year data

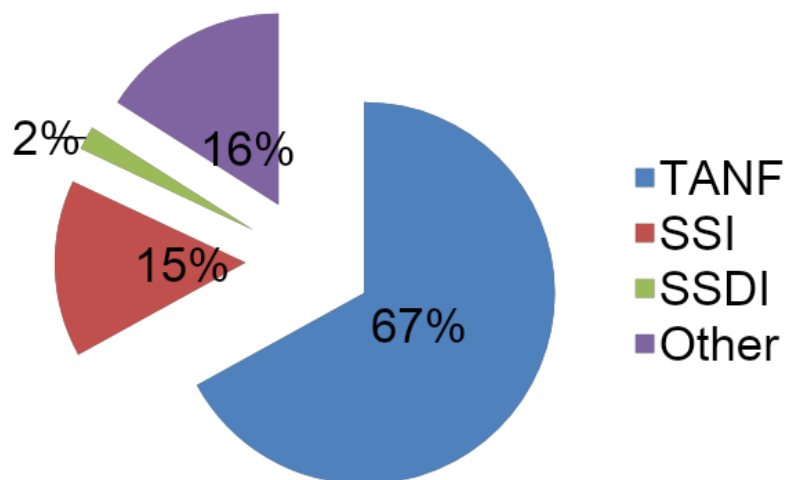
Average Income (Entry vs. Exit)



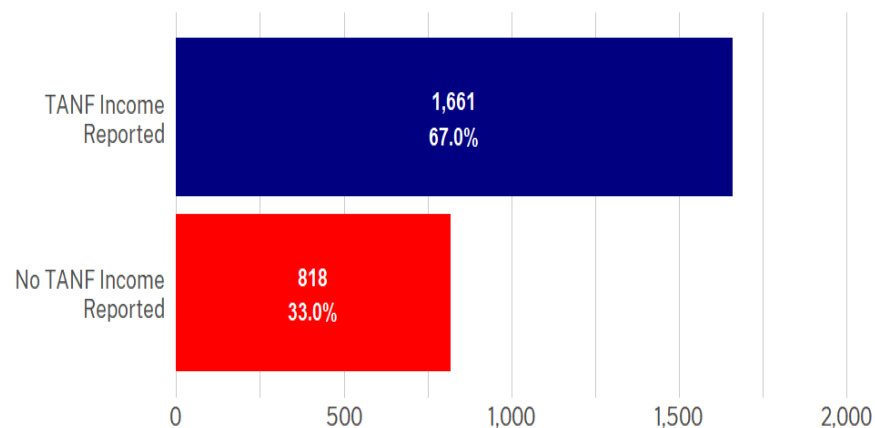
*This is self reported information.

Program Data

Sources of Income



Reported TANF Income for Families in FRSP FY18 to Date



7/19/2019

*This is self reported client income information. This report was generated on 7/19/2019.

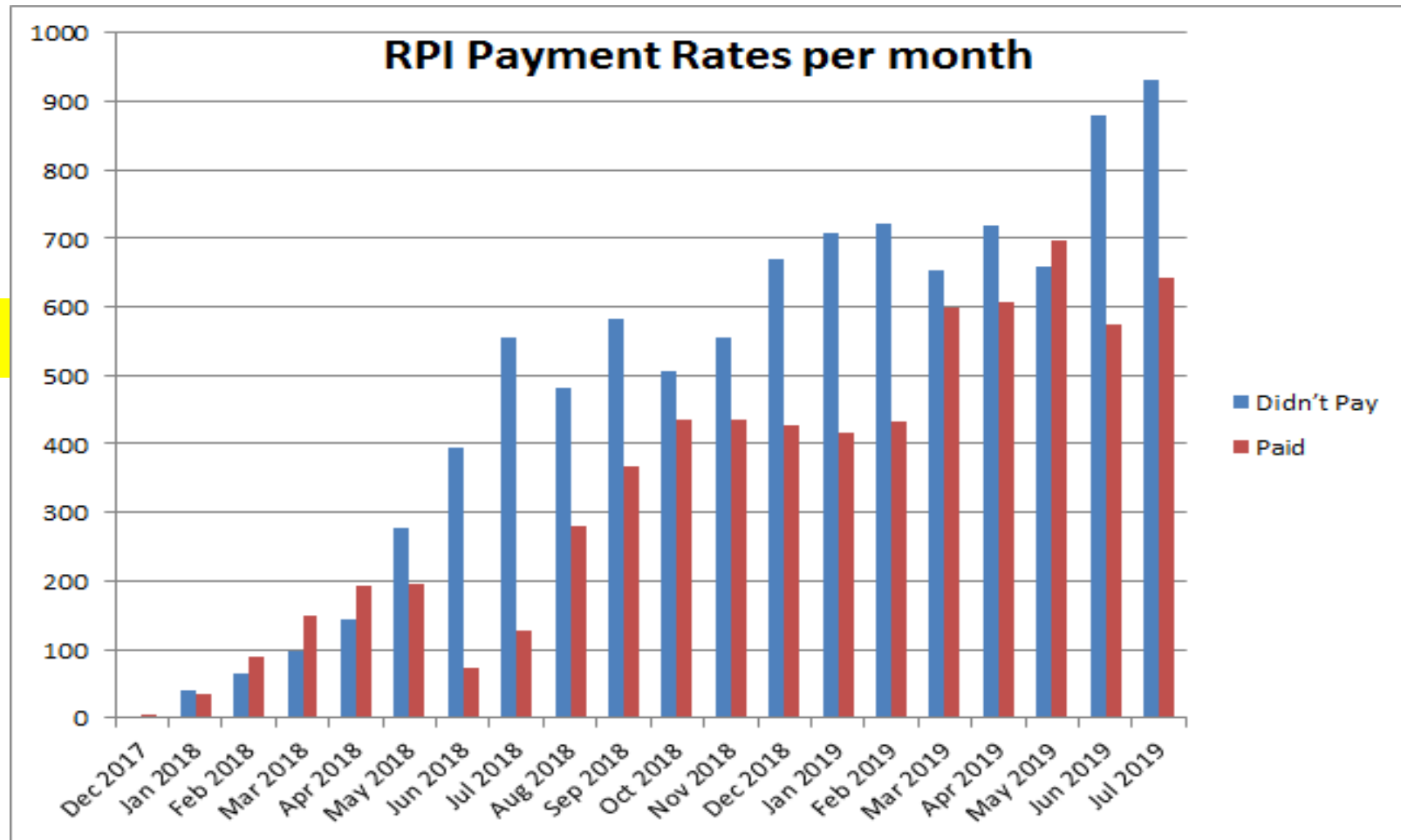
Program Data

Clients' Paid Share of Market Rent

We do not see a correlation between the length of participation in FRSP and the paid percentage of the cost of rent.

- 80% of families pay less than 30% of the cost of total unit rent
- 82% of families in their first 12 months are paying less than 30%
- 76% of families after their first 12 months are paying less than 30%

Rental Payment Initiative Payments



Clarifying questions?

Program Improvements

Darrell Cason

DC Department of Human Services

Program Manager

Family Services Administration

Program Improvements Underway

- **Intensive Case Management Model** - decreased case loads for staff with high need families to improve outcomes.
- **FRSP Service Provider Manual** - draft has been developed to provide FRSP service providers with specific guidance, procedures and expectations.
- **Client Handbook** - A client facing handbook has been created to outline program guidelines and expectations
- **Landlord Portal**- has been created to serve as resource hub for landlords to upload landlord packets and access any programmatic resources and needed information

DHS FRSP Task Force Planning Team

Staff Member	Role
Tamitha Davis-Rama	Administrator, Family Services Administration
Nancy Blackwell	Special Assistant (Task Force Project Manager)
Noah Abraham	Deputy Administrator- Homeless Families
Darrell Cason	Program Manager
Vanessa Thompson	Program Manager
Lorraine Nwaoko	Homeless Services Coordinator, FRSP
Christy Evans	Program Analyst
Larry Handerhan	Chief of Staff
Tai Meah	Deputy Chief of Staff for Legislative Affairs

Clarifying questions?