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
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

HOUSEHOLDS THAT ARE IN HOUSING BUT HAVE "WORST CASE" HOUSING NEEDS.
- Unassisted, very low-income renters who either:
  1. Pay more than 50% of their monthly income on rent; or
  2. Live in severely inadequate conditions
- Increase supply of affordable housing

HOMELESS SERVICES SYSTEM
- Safety net for those who are precariously housed
- Provides safe place to stay and services
- Transition into permanent housing

CHRONIC HOMELESSNESS
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
Homeless Prevention Program (HPP)

Emergency Shelter (Short Term Family Housing and Hotels)

District Alliance for Safe Housing (DASH)

Transitional Housing

DHS
Provide policy and procedure
Budget oversight
Technical assistance and guidance
Performance Monitoring

TCP
Primary Contactor
Processes lease ups and payments
Subcontracts FRSP Case management to Providers
Issue extension, cessation, termination notices

DCHA
Process and issue payments to landlords
Conduct unit inspections

Referring Programs:

FRSP Providers Case Management

Everyone Home DC
Collaborative Solutions for communities
Housing Up
Far Southeast
Echelon
Edgewood Brookland
Georgia Ave
Catholic Charities
East River
North Capitol
DHS OWO
Community of Hope
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
Total Contracted Capacity = 1845
Fiscal year 2019
FRSP Entry Lease Up Origins

- FY16: 9 Domestic Violence Program, 220 Homeless Prevention, 378 Emergency Shelter, 373 Transitional Housing, 447Short Term Family Housing
- FY17: 56 Domestic Violence Program, 297 Homeless Prevention, 65 Emergency Shelter, 65 Transitional Housing, 131 Short Term Family Housing
- FY18: 0 Domestic Violence Program, 0 Homeless Prevention, 95 Emergency Shelter, 90 Transitional Housing, 49 Short Term Family Housing
- FY19: 0 Domestic Violence Program, 4 Homeless Prevention, 87 Emergency Shelter, 271 Transitional Housing, 131 Short Term Family Housing
Program Data Overview

FRSP Entries, Exits, and Families Served by Fiscal Year

- **Entries**
- **Exits**
- **Families**

<table>
<thead>
<tr>
<th>Year</th>
<th>Entries</th>
<th>Exits</th>
<th>Families</th>
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<tbody>
<tr>
<td>2016</td>
<td>628</td>
<td>317</td>
<td>1,431</td>
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<tr>
<td>2017</td>
<td>701</td>
<td>670</td>
<td>1,815</td>
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<tr>
<td>2018</td>
<td>1,199</td>
<td>618</td>
<td>2,344</td>
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<tr>
<td>2019</td>
<td>753</td>
<td>655</td>
<td>2,479</td>
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Program Data Overview

FRSP Length of Stay FY16 to Present

- **2016**: 148 (47%)
  - 60 (19%)
  - 109 (34%)

- **2017**: 349 (52%)
  - 226 (34%)
  - 95 (14%)

- **2018**: 297 (48%)
  - 185 (30%)
  - 136 (22%)

- **2019**: 351 (54%)
  - 180 (27%)
  - 124 (19%)

Exit Year

0 - 12 Months | 13 - 18 Months | 18+ Months

as of 07/25/2019
### Office of Administrative Hearings - Outcomes

<table>
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<tr>
<th>Review Outcomes</th>
<th>Affirmed</th>
<th>Dismissed</th>
<th>Reversed</th>
<th>Decision Pending</th>
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<tr>
<td>Denied</td>
<td>2</td>
<td>34</td>
<td>21</td>
<td>11</td>
<td>68</td>
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<tr>
<td>Remand</td>
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<td>4</td>
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<td>Rescission</td>
<td></td>
<td>7</td>
<td></td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Upheld – client failed to appear</td>
<td>7</td>
<td>46</td>
<td>9</td>
<td>23</td>
<td>85</td>
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<tr>
<td>Upheld – client withdrawn</td>
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<td>239</td>
<td>1</td>
<td>38</td>
<td>278</td>
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<tr>
<td>Upheld – provider action</td>
<td>15</td>
<td>25</td>
<td>8</td>
<td>12</td>
<td>60</td>
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<tr>
<td>Waiver – Admin review</td>
<td>1</td>
<td>15</td>
<td>3</td>
<td>9</td>
<td>28</td>
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<tr>
<td>Decision not issued</td>
<td>3</td>
<td>20</td>
<td>1</td>
<td>30</td>
<td>54</td>
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<tr>
<td>Total</td>
<td>29</td>
<td>390</td>
<td>43</td>
<td>127</td>
<td>589</td>
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DHS examined 882 consenting families who exited FRSP between October 1, 2017 and February 28, 2019.
## Historical Program Design Changes

<table>
<thead>
<tr>
<th>Year</th>
<th>Program Change</th>
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</table>
| 2017 | Launched Rental Partnership Initiative (RPI)  
• 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

- Black or African American (HUD): 97%
- White (HUD): 1%
- American Indian or Alaska Native (HUD): 1%
- Other: 0%
- Native Hawaiian or Other Pacific Islander: 0%
- Asian: 0%
- Latino/Hispanic (Black) (HUD): 0%

FRSP Head of Household, Age

- 18-25 years: 30%
- 26-35 years: 54%
- 36-45 years: 12%
- 46+ years: 4%
Program Data
FRSP Exits and Destinations

FRSP Exits and Destinations by Exit Year

*Calendar year data
Average Income (Entry vs. Exit)

*This is self reported information.*
Program Data
Sources of Income

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

- TANF: 67%
- SSI: 15%
- SSDI: 16%
- Other: 2%
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

![Rental Payment Initiative Payments Chart]

*Note: The chart shows the RPI Payment Rates per month from December 2017 to July 2019, with bars indicating the number of payments not paid (blue) and paid (red). The data is segmented by month.*
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

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