



DC Department of Human Services

Task Force

Family Rehousing and Stabilization Program (FRSP)

October 30, 2019

Tamitha M. Davis-Rama

Administrator, Family Services Administration

Facilitator: Barbara Poppe

Barbara Poppe and Associates

under contract with The Midtown Group Team

Tamitha M. Davis-Rama, Administrator,
Family Services Administration, Department of Human Services

WELCOME

Recommendations for two pathways, program improvements, and vision/values

CUSTOMER PRESENTATION

Overview

- 2 FRSP Pathways
 - Bridge to TAH/PSH -Travonna Brooks
 - TANF Housing program - Sheena Parker
- Program improvements - Shauna Grey & Kimberly Harris
- Vision and values - Shauna Grey & Kimberly Harris

FRSP

```
graph TD; FRSP[FRSP] --> BridgeModel[Bridge Model]; FRSP --> TANFHousingModel[TANF Housing Model]; BridgeModel --> ProgramImprovements[Program Improvements]; TANFHousingModel --> ProgramImprovements;
```

**Bridge
Model**

**TANF
Housing
Model**

Program Improvements

Bridge to TAH/PSH

- **Eligibility:**
 - District residents who have been deemed eligible for homeless services after being assessed at the Virginia Williams Families Resource Center.
 - Families who are in shelter or families who are in the first three months of FRSP.
 - Families who are eligible for TAH/PSH
- **Program length:** Families can expect to be in the program until transferred to TAH/PSH.
- **Case Management:** Families will receive case management services from a TAH and PSH case manager
- **Services:** focused towards connection to health care; other services to support the head of the household and all household members as needed.
- **Housing Case Management Services**
- **Rent:** 30% of income
- **Enhanced landlord communication**

Clarifying Questions?

TANF Housing Model

- **Eligibility:** District residents who have been deemed eligible for homeless services after being assessed at the Virginia Williams Families Resource Center and who are receiving TANF or are working but not earning enough to pay market rent
- **Program length:** Each family remains in the program based on individualized needs and program timeframe is determined when a family is assessed at intake. Under certain conditions, an additional 6 months would be provided.
- **Enhanced Landlord Management**
- **Exit planning**

TANF Housing Model - TEP

- **Education and Employment**
 - TANF Employment Provider engagement is required in order to remain eligible for the FRSP program and housing subsidy.
 - Improve TEP provider accountability
 - Streamlined and consistent documentation
 - Better TEP orientation and guidelines
- **TEP Services**
- **TEP Incentives**

TANF Housing Model - Case Management

- **FRSP case manager:**
 - Will provide housing case management to provide a wrap-around support for the family.
 - Caseload: 30
- **TEP case manager:**
 - Will be the lead in attaining employment and education goals
 - The goal is to help families make enough to pay housing costs
 - Case load: 12-15
- FRSP case manager will be responsible for organizing at least **quarterly joint case conferences** with TEP case manager and family; other programs will be invited as appropriate.

12 months

- High School Diploma (or higher)
- Connected to community resources, including TEP vendors, that are assisting the family to gain and maintain housing stability
- Experience temporary hardship or setback (ex: injury on the job) and is expected to recover and maximize employment potential within a year
- Employed in the past 6 months

24 months

- GED
- Challenging Employment History
- Currently unemployed but has history of employment in the past 12 months.
- Underemployed (income is at 50% of market rent)
- Youth Head of Household
- 1 eviction
- Aging out of the foster care system
- Currently pregnant or has a child under 1 year old
- In job training program

36 months

- Minimal Education-Has not attained a GED or equivalent
- Unemployed and has no history of employment in the past 18 months.
- Undocumented
- 2 + Evictions
- Current CFSA involvement
- Has mental health barriers



Families who meet the certain criteria will receive 6 additional months

Wicked Questions

- Does the fixed term based on family strengths and barriers with single +6 months work?
- Is joint FRSP/TEP case management and TEP programming feasible?
- What is the appropriate amount for TANF housing payment?

Clarifying Questions?

Program Improvements

- **Administrative**
 - Accountability and transparency – customer-facing
 - Accountability, consistency, and transparency – staff roles/responsibilities
 - Accountability, consistency, and transparency – OAH
- **Assessment – initial and ongoing**
 - Initial assessment
 - Ongoing assessment
 - Housing affordability assessment
 - Assessment for readiness for program exit

Program Improvements

- **Administrative**
 - Accountability and transparency – customer-facing
 - Accountability, consistency, and transparency – staff roles/responsibilities
 - Accountability, consistency, and transparency – OAH
- **Assessment – initial and ongoing**
 - Initial assessment
 - Ongoing assessment
 - Housing affordability assessment
 - Assessment for readiness for program exit

Program improvements

- **Data and evaluation**
- **Housing and financial assistance**
 - Expand financial assistance
 - Revise participant rent share requirements
 - Apartment options
 - Housing supports for participants
 - Landlord engagement

Program improvements

- **Program services and offerings**
 - Accessible information for participants
 - Improved case management services
 - Better linkage and case coordination to other services
 - Expand program offerings

Clarifying Questions?

Vision

By providing safe, stable, and affordable housing with individualized and family-centered services that promote dignity and independence through services, supports and resources, families will be able to increase their family's financial security and income through enhanced education and job skills and not return to homelessness.

Values

- Accountability
- Family-centered
- Collaboration
- Dignity and respect
- Empathy
- Empowerment
- Integrity
- Motivation
- Quality
- Trauma informed