



**Family Rehousing and Stabilization Program (FRSP) Task Force**  
**Customer Listening Session– Annotated Notes**  
**September 10, 2019 5 pm – 7 pm**  
Meadow Green – Site Based Rapid Rehousing

**Attendees:** 6 families attended

**DHS Staff:** Noah Abraham, Nancy Blackwell, Christy Evans, Darrell Cason

**Format:** Focus group

1. Welcome and Introductions
  - Each attendee introduced themselves and stated how long they had been in FRSP.
2. FRSP program overview and Task Force process
  - Noah Abram, Deputy Administrator, DHS - Family Services Administration
  - Darrell Cason, DHS Program Manager
  - Barbara Poppe, consultant and facilitator

**Focus Group questions:**

**A. In what ways has it been positive RRH?**

- Family was homeless almost 8 months. The program helped get a unit, helped calm my son down. He has ADHD.
- Mother in the family was 7 months pregnant and had nowhere to go. Case manager helped at times and the program provided safe housing.
- “The program helped when I was in a 911 situation”.
- On the fence about getting into RRH. It’s going to take more than 12 months. Needed to clean eviction record.
- Family was placed at DC General for 2 years, working full time but didn’t make enough to get an apartment. Needed the subsidy to get housing, and has two children. Feels like a failure after getting into RRH.

**B. Are you enrolled in TANF and working with a TEP case manager?**

- Currently in a Project Empowerment
- Participated in TANF to get day care voucher.
- In UDC Path Program which is a better match. At previous provider, head of household

completed all the TEP provider had to offer and applied for jobs at home.

- Working with the TEP case manager helped find a pathway to employment.

### **C. What would you suggest to improve the FRSP program?**

- The program should stop putting people in apartments they cannot afford: a \$500/month income cannot support an \$1800/month rent. It creates a cycle of shelter, RRH, eviction. Then you have an eviction on your record.
- It's hard to find a job, pay rent, plus take care of household and kids.
- Find units in a safe environment
- Rental office treats people different that pay market rent. They do not make repairs at the same speed.
- Everyone's needs are different. Male head of household stayed at transitional housing for extra 3 months to get beds for his sons and to plan for school transfers.

### **D. What could make the housing or rent subsidy better?**

- Didn't know that rent and utilities are separate
- Apartments near grocery store and school.
- Consistent application fee assistance for families moving into the program
- Lower rent

### **E. What services would be helpful to improve your experience in FRSP**

- More case management help in the beginning.
- Rent reconciliation.
- Training for case managers to provide good services
- In GED classes, that will take 18 months to complete. Needs more time in the program.
- TANF is not enough when you have to pay 50% of income.
- Trying to find a job, need more time in the program.
- Issues with apartment units: mold, roaches, mice, no screens, bars on windows
- Frequency of seeing caseworker - need to engage with case managers every 2 weeks,

### **F. When should families exit from FRSP?**

- 4 years.
- When goals are achieved
- On case by case basis
- When families get a voucher
- People with the most struggles should be allowed to extend their time, other who are more successful leave sooner

Christy Evans (DHS) handed out incentives to families for their participation.