



**Family Rehousing and Stabilization Program (FRSP) Task Force
Customer Listening Session– Annotated Notes
September 10, 2019 1 pm – 3 pm
Triumph Short Term Family Housing**

Attendees: 12 families attended

DHS Staff: Tamitha Rama-Davis, Noah Abraham, Nancy Blackwell, Christy Evans, Jenna Cevasco

Format: Focus group

1. Welcome and Introductions
 - Each attendee introduced themselves and stated how long they had been placed at the Triumph Short Term Family Housing.
2. FRSP program overview and Task Force process
 - Tamitha M. Davis-Rama, Administrator, DHS - Family Services Administration
 - Noah Abram, Deputy Administrator, DHS - Family Services Administration
 - Barbara Poppe, consultant and facilitator
3. Focus Group questions:
 - a. Are you or have you ever been enrolled in FRSP?
 - All families have been referred and accepted in Rapid Rehousing.
 - b. What will be the most useful part of the FRSP program to your family?
 - Rent subsidy
 - Learning how to budget
 - c. Are you enrolled in TANF? Do you receive TEP services?
 - All, but one, families stated they are enrolled in TANF and are receiving TEP services.
 - One family has \$434/month income from SSI and has limitations with not being able to work.
 - The TEP case worker helps step by step.
 - “I’ve been homeless for 8 years, and during that time, I was never unemployed until I had a premature child. I am currently exempt from TANF, and don’t want to be in rapid rehousing because I’m not working with a TEP provider. I choose to be exempt”.

- “It is easy to find a job, but hard to find a career”.
- d. How long should the FRSP program be?
 - Based on each individual family’s needs
 - Based on each individual family’s income
 - Not everyone can keep a stable income
 - 6 - 12 months to start with an ongoing review to assess what families need
 - Job programs, job readiness, job placement
- e. How much do you have to contribute to the rent?
 - 40-60% of the rent plus utilities
 - “When you have \$500/month and you have to 40% for rent, it is hard to think about. There is no money left at the end of the month”.
 - It makes me depressed because we want things for our children.
- f. What help do you need when you are moving into an apartment? What services would be helpful?
 - Affordable units
 - Child care
 - Mental health care
 - Safety in neighborhoods
- g. What would you like to see improved about the FRSP program?
 - Rent in DC is too expensive; MD is cheaper and has better housing and a different network. Possibility to use the subsidy in MD.
 - Budgeting workshops
 - Credit repair
 - Job readiness programs
 - Education programs (high school and GED)
 - Trainings that lead to employment
 - Possibility to receive housing subsidy voucher
 - Decrease the section 8 housing voucher waiting list.
 - Section 8 enables families. If you give them a voucher, they will never improve their living situation
 - More assistance from case managers in unit viewing. Families were met with a lack of respect from landlords and property managers. It would be better if case managers went to view units.
- h. When should a family be exited from the FRSP program?
 - Exits should be based on individualized care for each family
 - 16, 24 or up to 36 months
 - After a family can successfully maintaining their unit.
 - Having an efficient budget.
 - Based on efforts families are showing effort vs. someone not trying

Christy Evans (DHS) handed out incentives to families for their participation.
Meeting adjourned at 3 pm.