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.