



Family Rehousing and Stabilization Program (FRSP) Task Force
Provider/Landlord Listening Session
October 30, 2019
DHS Headquarters
64 New York Ave, NE, Sixth Floor

Listening Session: 2:30PM-4:30PM

Attendees:

Sarah Roenfeldt	COH
Nicole Flowers	NCCF
Jenny Shin	Echelon Community Services
Felicia Jones	EBFSC
Dexter Price	TCP
Nicole Butts	MBI
Roslyn Roberts	Housing Up
April Merrill	EandG Group
Marla Wyche	Core DC
Destiny Brown	Core DC
Nick Pisco	
Amiz Magdiezi	MPMDC
Brennys Moronta	DHS
Okariha Robinson	Tribeeca Mgmt

Resources:

Shanice Gomire	DHS
Kryston Bailey	DHS
Shella Fon	DHS
Darrell Cason	DHS
Brennys Moronta	DHS
Noah Abraham	DHS
Christy Evans	DHS
Tamitha Davis-Rama	DHS
Nancy Blackwell	DHS

Facilitator: Barbara Poppe

Welcome

Barbara Poppe welcomed everyone to the listening session. FRSP Task Force and discussed the charge for the Task Force.

Recap: DHS is launching the FRSP Task Force to collaboratively work with stakeholders to assess what is working and not working in the program and develop recommendations to improve the experiences and outcomes of families related to housing sustainability. Essential to our approach is recognizing the strengths of each family and facilitating meaningful connections to resources that support participants to grow their incomes and address their needs while reinforcing what is working well in their lives. The process included:

- Listening sessions with many stakeholders.

- Task Force meeting dates

 - Meeting #1 9/11/2019

 - Meeting #2 10/8/2019

 - Meeting #3 10/30/2019

 - Meeting #4 12/4/2019

- The purpose is to recommend improvements in the key areas

 - Customer experience and outcomes

 - Efficiency and effectiveness of program delivery

 - Oversight and accountability

Agenda Review and Introductions

Barbara reviewed the agenda and the expectations for the flow of the meeting. Participants introduced themselves, their roles and why they attended the session.

Participants were invited to join one of 6 groups for discussion then change topics for second discussion.

Group 1: Fees beyond rent

- **Issue:** Fees for utilities, trash, water, sewage, amenities, and application fees are not routinely covered by FRSP and must be paid directly by the FRSP participant.
- Should this practice/policy change for any of these fees? Why/why not?
- What are pros and cons?
- What are alternatives?

Group 2: FRSP providers expertise on TEP and other DHS programs

- **Issue:** FRSP participants report that FRSP case managers are not knowledgeable about TEP and other DHS services/programs. Also, joint case management is not occurring per the participants. DHS reports that FRSP case managers have been trained in TEP services.
- How could FRSP case managers become more knowledgeable about TEP and other DHS programs?
- Is joint FRSP/TEP case management and TEP programming feasible?
- What will be required to make this work?
- What are pros and cons?

Group 3: FRSP case managers need to be better trained to support the housing needs of participants

- **Issue:** FRSP participants report that FRSP case managers do not seem to be able to support the housing needs of participants. This includes housing search/location, landlord advocacy and

communication, education about tenant rights and responsibilities, be aware/track of participants payments to TCP, etc. as needed by FRSP participants.

- How could FRSP case managers become more knowledgeable about best practices in housing case management and the FRSP housing supports?
- What will be required to make this work?
- What do landlords need from FRSP case managers? What do FRSP case managers need from landlords?

Group 4: FRSP providers expertise on community programs

- **Issue:** FRSP participants report that FRSP case managers are not knowledgeable about community services/programs. Also, FRSP case managers are not considering how these services fit within the FRSP goal plan.
- How could FRSP case managers become more knowledgeable about community programs?
- How could FRSP case managers better coordinate with these other providers and the FRSP participant?
- What will be required to make this work?
- What are pros and cons?

Group 5: FRSP participants prefer family-centered, 2-generation, unified goal planning and case management

- **Issue:** FRSP participants report that FRSP case managers do not seem to be able to support the unique needs of participants. They report that goal plans are not family-centered, and 2-generation based on family needs and composition. They report that these are also not unified with other service providers.
- How could FRSP case managers become able to provide family-centered, 2-generation, unified goal planning and case management?
- What will be required to make this work?

Group 6: FRSP participants want greater clarity and communication about assigned FRSP provider, document tracking, and how to resolve gaps in services and concerns about inaccurate document tracking/submission.

- **Issue:** FRSP participants report that they do not know who is there FRSP case manager and feel that the FRSP case manager is not consistently honest about what services will be provided. FRSP participants also report that documents, payment of fees, and documentation of activities are not accurately tracked by FRSP providers.
- How could FRSP participants be better informed about the assigned FRSP provider and FRSP program services?
- How could submission and tracking of documents, payment of fees, and documentation of activities be more effectively and accurately tracked?
- What will be required to make this work?

Report out from each small group:

Group 1: Fee beyond rent

- No, not cost effective to include all fees for all landlords
- Tenants abusing “all inclusive”
- Yes, if the tenant’s portion is decreased like a tenant allowance like TAH clients
 - Con: will cost FRSP more

- Pro: if their portion go down, they may be more likely to pay
- Alt: if client isn't paying or abusing have team meeting w/ client and FRSP
- No, resident should be responsible. Promote independent living
- Education needed. Provide forum for all residents. Provide materials around utilities
- Application fee. Landlord choice
- First question. Can client afford application fee?

Group 2: FRSP providers expertise on TEP and other DHS programs

Shelter Perspective

- Provider meeting trainings regularly
- Yes, if client is connected to TEP CM. Both case managers have CATH access and should be aware of each other and what's going on within both sides
- Supervision
 - Pro: Keeps information fresh
 - Con: Repetitiveness for providers

FRSP Perspective

- Enhance onboarding for FRSP case managers and emphasize TEP and DHS Programs
- Handout list of resources
- Highlight relationship between secondary providers and primary providers
- The ESA/FSA summit have 2x a year where case manager can attend and also see how they fit in the continuum of care
 - Reinforce relationship
 - Interactive and fun
- Each FRSP provider
 - Include TEP and DHS program as part of supervision and coaching
- Teaming
 - Joint case management
 - Unified case plan. Shared goals to avoid duplication of services and resources
- Requirement
 - Buy in
 - Oversight
- Incentivize
 - Recognize providers for teaming and collaboration at summit (ESA/FSA)
 - Give certificate and recognition (public)

Group 3: FRSP case managers need to be better trained to support the housing needs of participants

- Enhance the onboarding process
 - Theory and practice
 - Streamline process and provider best practices
 - Sharing resources, FAQ's
 - Scenario based
- Landlord provider partnership
 - Onsite case management session
 - Joint orientation
 - Meeting with family to sign lease and review house rules (in addition to lease up)

- Allows us to effectively address maintenance concerns
- One-page information sheet provided
- Rent café (pay online)
- Monthly teaming with provider
- FRSP provider/program manager mtgs (bi-monthly)
- Creating a share point drive for community resources
- Communication
 - Assigned case manager information/number and provider information
 - Notification in change of case manager
 - Case managers need monthly rent ledger from landlord if no HAP contract

Group 4: FRSP providers expertise on community programs

- TCP should maintain a google doc instead of providing training
- Onboarding training;
 - Provide community resources
 - Procedure to communicate updates. Someone should be assigned to update information
 - Actively look for new services
 - Quarterly sessions for update
 - Develop relationships with organizations
 - Invite families for community resources
- Detailed case notes and communications with each other
- Funds for additional case managers
- Pros: Case managers become better informed and equipped

Group 5: FRSP participants prefer family-centered, 2 generation, unified goal planning and case management

- Case manager will bring a blank case plan where the customer will create their own goals and sign during the appointment
- Reconsider the wording of the four main goals that are included on the case plan.
- Offering resources for the family as a whole and including information on case plan/case note (2 Gen)
- Providing the case plan and information regarding customers progress to the vendor (2 Gen)
- Create electronic system for the customer to create and sign the case plan.

Group 6: FRSP participants want greater clarity and communication about assigned FRSP provider, document tracking, how to resolve gaps in services and concerns about inaccurate document tracking/submission.

- Because participants are housed for 2-3 months before assignment to a case management agency, DHS can provide central point of contact for participant to use for all issues until case managing agency is assigned
- Clarity about RRH program prior to lease up
 - Let shelter case manager see when FRSP CM is assigned
- Gap between lease up and case assignment that creates a host of issues for participants
 - Document tracking (rent, identifying documentation)
 - No more warm hand off from shelter to FRSP
 - Activity tracking, etc.,

- What message are participants receiving at lease up? Message needs to be changed
- Post lease up training
- More case manager slots needed
- Provide aftercare case management to support participants until provider is identified
- Provide timely report for rental payment to participants.

Barbara thanked everyone for attending and reviewed next steps:

- During November, DHS is reviewing the draft recommendations from TF #3 meeting for feasibility and will report at next TF meeting.
- Task Force to meet in December to finalize recommendations.
- Everyone should contact their TF representatives with any additional feedback. Nancy will send out the TF list to attendees.