



Ending Unsheltered Homelessness in PD-16

Proposal for Funding

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Definitions

Continuum of Care (CoC) - A federally-mandated network of organizations working together to prevent and end homelessness in a given region through a strategic planning process.

Literal Homelessness (24 CFR 91.5) - the Department of Housing and Urban Development (HUD) defines literal homelessness as an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) An individual or family living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs for low-income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Unsheltered Homelessness

- An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

Chronic Homelessness (24 CFR 91.5)

- (1) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C 11360(9)), who:
 - (i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
 - (ii) Has been homeless and living as described in section (1)(i) of this definition continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months; and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in section (1)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility.
- (2) An individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in section (1) of this definition, before entering the facility; or
- (3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Ending Homelessness (local definition) - The CoC will have ended homelessness when the homelessness response system is right-sized to ensure that all persons experiencing homelessness have a path to permanent housing. Specifically, it means:

- Identifying all persons experiencing homelessness
- Providing immediate access to shelter for anyone experiencing unsheltered homelessness
- Ensuring that all persons experiencing homelessness have the opportunity to move back into permanent housing within 30 days of becoming homeless
- Preventing new episodes of homelessness whenever possible

Background

The Fredericksburg Regional Continuum of Care (FRCoC) is a federally-mandated body that was established in the 1990s. Over the years, the FRCoC has formalized into a coordinated network of over 40 agencies who work together on the initiative to end homelessness in our region. The FRCoC covers all of Planning District 16 (PD-16), which includes the City of Fredericksburg and the counties of Caroline, King George, Spotsylvania, and Stafford, and is led by the George Washington Regional Commission.

In 2017, the FRCoC was approached by the City of Fredericksburg to discuss concerns about the presence of homeless encampments within City limits. City officials asked the FRCoC for recommendations on how to most appropriately address this issue. In response, the FRCoC developed an outline of the strategies that could be used to target the unsheltered population for permanent housing using systems that are already in place. The City asked the FRCoC to engage the counties of PD-16 in a conversation about addressing unsheltered homelessness regionally through an effort led by the FRCoC. This proposal outlines the details of the FRCoC's plan to target an end to unsheltered homelessness throughout the region.

Each year, FRCoC joins CoCs across the nation in conducting an unduplicated count of persons experiencing homelessness on one night during the last 10 days of January, known as the Point-In-Time (PIT) count. Through partnerships with community providers, all persons who are experiencing homelessness (both sheltered and unsheltered) in PD-16 are surveyed and counted. Over the past 5 years, PIT count numbers have remained relatively level, though unsheltered homelessness has increased. In the 2017 count, 216 literally homeless persons were identified (per the HUD definition above) throughout the region. Of these 216 persons, 39 were unsheltered. All of the 39 unsheltered households were households without children.

Currently our community has a homelessness response system (See Appendix A) in place to address homelessness and work toward its functional end. The system is designed to provide four functions: 1) identify households experiencing homelessness or at risk of homelessness as soon as possible, 2) prevent homelessness whenever possible, 3) provide emergency shelter to those whose homelessness cannot be prevented and 4) rehouse all persons experiencing homelessness as quickly as possible. Though the homelessness response system is effective in rehousing households experiencing homelessness, insufficient financial resources prevent the FRCoC from housing people more quickly than new instances of homelessness are occurring. To ensure resources are targeted to those who need them the most, the FRCoC has implemented a community prioritization process to connect those who are most vulnerable and least likely to resolve on their own to housing resources. However, because current resources are only able to serve those at the very top of the prioritization list, many more become more and more chronic while waiting for assistance.

There is a need for additional resources to target the most vulnerable in our community, those that are currently unsheltered, in order to return them quickly into housing and get ahead of new needs. Studies have shown that investment in permanent housing reduces homelessness while also reducing costs associated with frequent usage of the healthcare, criminal justice, and homeless services systems. With specific attention to unsheltered homelessness and increased avenues for these persons to return to housing, the community will improve quality of life for both its citizens experiencing homelessness as well as the general public, while also realizing cost savings through decreased usage of public systems. The ultimate goal of this proposal is to functionally end unsheltered homelessness. However, secondary goals are to strengthen the homelessness response system by leveraging existing partnerships to a higher level and to rally community support for efforts to end homelessness in PD-16.

Supporting Data

Housing First is a proven approach in which people experiencing homelessness are offered permanent housing with few to no treatment preconditions, behavioral contingencies, or barriers. It is based on overwhelming evidence that all people experiencing homelessness can achieve stability in permanent housing if provided with the appropriate levels of services. Study after study has shown that Housing First yields higher housing retention rates, reduces the use of crisis services and institutions, and improves people's health and social outcomes (USICH, 2017). Though the Housing First model is able to be applied to a variety of services targeted toward the homeless population, the most prominent types of housing programs that utilize the Housing First model are rapid re-housing and permanent supportive housing programs.

Rapid Re-Housing

Rapid re-housing (RRH) is an intervention designed to help individuals and families quickly exit homelessness and return to permanent housing. The program is able to provide short-term financial assistance and case management support in order to get households quickly into housing and then connect them with the services in the community that they need in order to maintain that housing.

There are limited national studies available on rapid re-housing, though HUD is beginning to look at the impact of this program model in detail. HUD (2016) released an evaluation of the first three years of the Homelessness Prevention and Rapid Re-Housing Program (HPRP) program, finding nearly 83 percent of rapid re-housing program participants exited to permanent housing. HUD (2016) also released their *Family Options Study*, which examined the success of the rapid re-housing Program for families in 12 communities throughout the United States. This study showed that families enrolled in a rapid re-housing program exited shelter in an average of 2 months, 3.2 months faster than those that did not enroll, and that 77 percent of families that enrolled in rapid re-housing did not return to shelter.

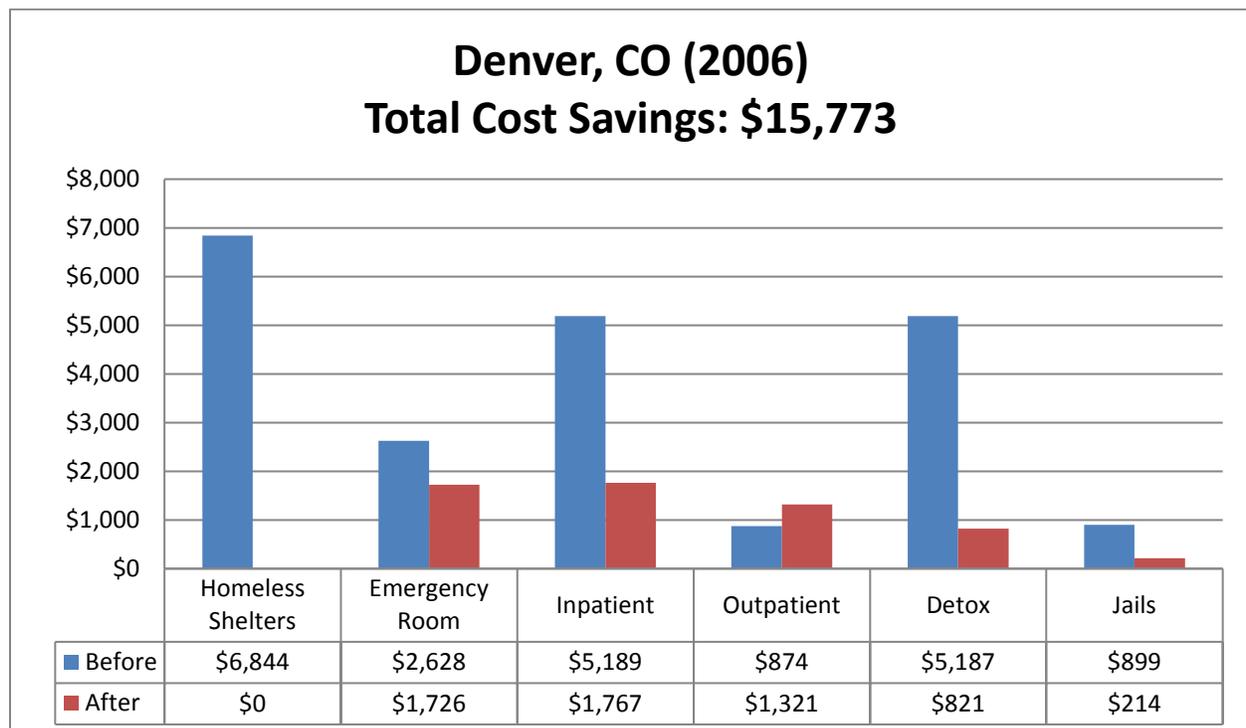
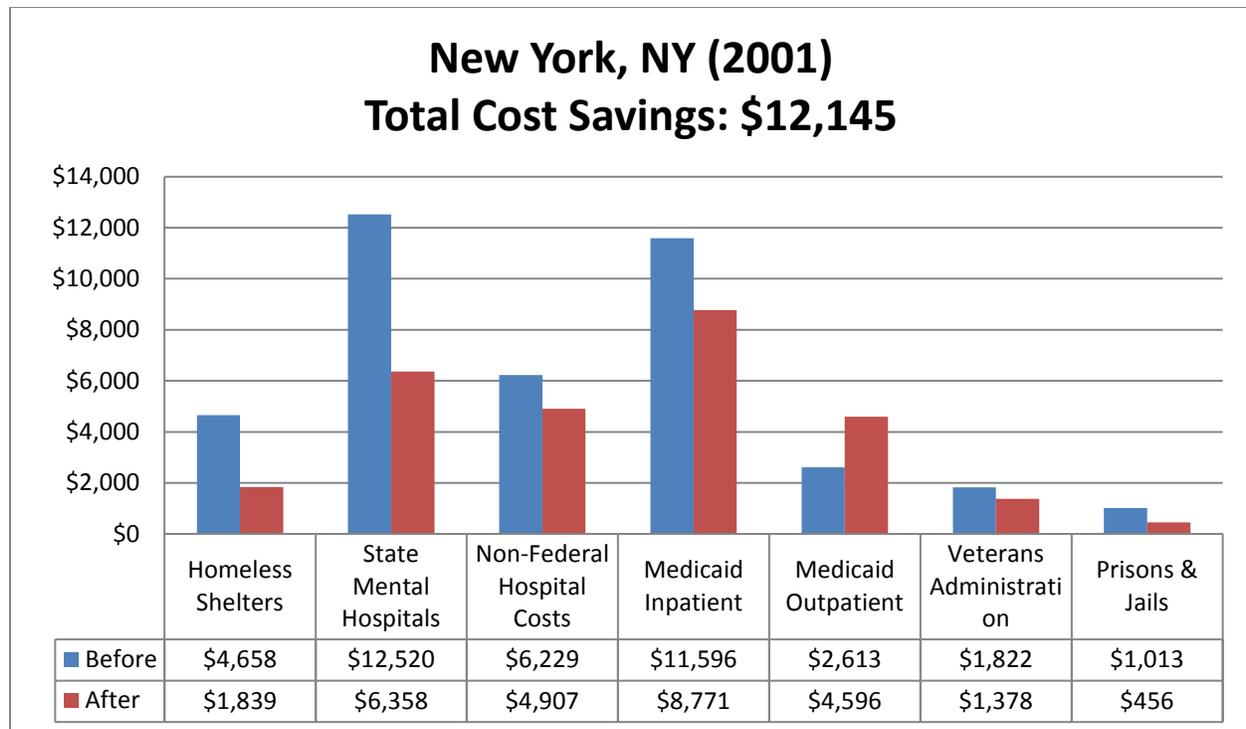
Two statewide studies have also supported rapid re-housing as a model with low returns to homelessness. The Georgia Department of Community Affairs (2013) found that persons exiting emergency shelter and transitional housing programs were respectively 4 and 4.7 times more likely to return to homelessness than those exiting rapid re-housing programs. The Connecticut Coalition to End Homelessness (2016) found that 84 percent of clients exiting a rapid re-housing program exited to permanent housing with only 5 percent returning to literal homelessness. Focus Strategies (2017) found similar results in Maricopa, AZ. In Maricopa County, about 74 percent of rapid rehousing clients exited to permanent housing with only 15.6 percent of households returned to homelessness within 12 months of exiting rapid re-housing assistance.

Permanent Supportive Housing

Supportive housing is an evidence-based housing intervention that combines non-time-limited affordable housing assistance with wrap-around supportive services for people experiencing homelessness, as well as other people with disabilities. Permanent supportive housing (PSH) has a long-term housing retention rate of up to 98 percent. Also, a majority of clients are found to participate in the optional supportive services provided, often resulting in greater housing stability. Clients using supportive services are more likely to participate in job training programs, attend school, discontinue substance use, have fewer instances of domestic violence, and spend fewer days hospitalized than those not participating.

Permanent supportive housing has also been found to be cost efficient. Frequent Users Systems Engagement (FUSE) programs help communities identify and engage super utilizers of public systems and place them into supportive housing to break the cycle of repeated use of costly crisis health services, shelters, and the criminal justice system. It allows public systems to cut costs while improving outcomes for some of their most vulnerable community members. The model represents an opportunity to transform the homeless, health, and criminal justice systems to increase housing stability, reduce emergency health care use and recidivism to jail, and break the cycle of multiple crisis service use, resulting in public cost offsets. (CSH, 2017). Providing access to housing generally results in cost savings for communities because housed people are less likely to use emergency services, including hospitals, jails, and emergency shelter, than those who are homeless. For instance, Denver’s cost analysis found an average cost savings on emergency services of \$31,545 per person housed in a Housing First program over the course of two years (Perlman & Parvensky, 2006).

The charts below illustrate the per-person, per-year cost of FUSE participants to various systems before and after moving into housing. FUSE studies typically demonstrate that costs associated with homeless services, emergency medical services, substance abuse services, and criminal justice involvement decrease after a FUSE participant moves into housing. Outpatient medical costs typically increase, indicating that participants are being connected to appropriate primary care services, which helps to prevent costly medical emergencies.



Locally, the FRCoC has been operating rapid re-housing programs since 2010 and permanent supportive housing programs since 2008. Over the last four years, our partners have collectively moved 435 households experiencing homelessness into permanent housing.

Number of Households Rehoused in 2013-2016

	2013	2014	2015	2016
Permanent Supportive Housing	20	28	22	11
Rapid Re-Housing	90	78	85	101

Based on the CoC’s most recent System Performance Measures data submitted to HUD, 81% of persons rehoused through one of our community’s rapid re-housing or permanent supportive housing programs do not return to homelessness within 2 years of exiting the program.

Host Organization

The George Washington Regional Commission (GWRC) will be the host organization for this initiative. GWRC will serve as the fiscal agent and provide project oversight for the implementation of any jurisdictional dollars allocated toward this initiative. As the lead agency of the FRCoC, GWRC is able to provide needed support and guidance throughout this initiative’s implementation. Having already established a role of oversight and management among the community partners, GWRC would be able to monitor and assist providers with carrying out this initiative.

Goals, Objectives, and Activities

The overarching goal of the initiative is to establish and maintain a functional end to unsheltered homelessness. This will be achieved through the following goals, objectives, and activities.

Goal: There will be an 85% reduction in the number of persons experiencing unsheltered homelessness from the 2017 to the 2020 PIT count.

1. **Objective 1:** All unsheltered persons in PD-16 will be identified and assessed for services.
 - a. Outreach staff will visit all known homeless encampments to collect information on persons staying there and to assess their housing needs.
 - b. Outreach staff will complete a coordinated assessment with each person to determine the most appropriate path to housing services.
 - c. Outreach staff will divert all persons to other housing options whenever possible.
 - d. Those declining housing services will remain on the prioritization list and be reoffered housing at least every two weeks.

2. **Objective 2:** All unsheltered persons that are eligible and willing to go to shelter will be provided immediate access to shelter.
 - a. Outreach staff will complete referrals for emergency shelter in all cases in which clients are willing to go to shelter.
 - i. Shelters will make determinations on all shelter referrals received within 2 hours.
 1. If accepted, outreach staff will support the participant in getting to shelter for intake.
 2. If declined, outreach staff will refer the participant to street case management services for further follow-up.

3. **Objective 3:** Each unsheltered household will be rehoused within 30 days of identification and acceptance of services.
 - a. All identified unsheltered persons will be included on the housing prioritization list.
 - b. Each household will be assigned to the appropriate housing resources to meet their needs.
 - c. Each household will be assigned to a housing locator to assist with housing search and lease signings.

4. **Objective 4:** 73 individuals will be rehoused in FY2019 and 34 individuals will be rehoused in FY2020

Goal: 85% of persons exiting unsheltered homelessness to permanent housing will not return to homelessness within one year.

1. **Objective 1:** All participants receiving community resources for housing will receive case management at least monthly.

2. **Objective 2:** Prevention/diversion resources will target those who have experienced unsheltered homelessness before.

Project Design and Structure

Once funding for the initiative is secured, FRCoC staff will publish a request for proposals to solicit agencies interested in implementing project components. All proposals will be reviewed and ranked by the Funding & Performance Committee, who will make a recommendation to the CoC Board for final approval.

All initiative components will align with the *FRCoC Coordinated Entry Policies & Procedures*. Initiative funding for housing location and rapid re-housing will be administered according to Virginia Homeless Solutions Program guidelines, and initiative funding for permanent supportive housing will be administered according to HUD Continuum of Care Program guidelines.

The selected sub-recipient(s) will be responsible for hiring the needed staff, as outlined in this proposal. Staff will be trained and oriented to the homelessness response system and the details in this proposal. In order to implement this project, the following staff positions will be added (See Appendix B for job descriptions):

- Three full-time case managers and one part-time case manager are needed in order to support initiative participants. Case managers will be responsible for assisting with client progression into permanent housing and providing ongoing case management to ensure housing stability. Case managers are responsible for connecting clients with mainstream resources and providers to ensure that they are able to maintain their housing on their own without ongoing support from homeless services providers.

- Housing location services are also needed in order to support clients with finding affordable housing for higher-barrier tenants. One part-time housing locator will be responsible for assisting initiative participants with housing searches and lease signings. The new housing

locator will work closely with the existing housing locator to build relationships with landlords throughout the region.

The proposed project will occur in two phases, an initial challenge to house as many unsheltered persons as possible in 100 days and an ongoing initiative. The purpose of the initial 100-day challenge is to bolster momentum and to make a large dent in the proposed outcome quickly. The 100-day challenge will require a commitment from all community partners to work toward finding housing and services for as many unsheltered people as possible. The challenge will provide immediate outcomes and successes in order to develop momentum for the rest of the initiative. Once the initial challenge is complete, the focus will shift to maintaining all housed persons while obtaining housing for those who are still unsheltered.

A date for the start of the 100-day challenge will be set once all staff is in place and trained. The challenge will begin with identifying all unsheltered persons in the region. Outreach staff will visit known locations of unsheltered homelessness to complete coordinated assessments and discuss housing options with all persons. Other community partners will refer known unsheltered persons to outreach staff. All persons identified as unsheltered will be included in an unsheltered by-name list to track progression toward housing. Diversion conversations will be discussed with all identified persons to try to identify any alternative housing resources prior to moving forward with enrollment in a housing project. Those willing to go to an emergency shelter while waiting for housing will be provided with referrals. If accepted, transportation will be provided to ensure that clients have access to services. If declined, clients will be referred to street case management for further follow-up.

Once identified, each participant will be assigned to the most appropriate housing intervention and paired with a housing case manager through the community prioritization process. Participants that may be eligible for other subpopulation-specific resources (i.e. those for veterans, persons with HIV/AIDS, and domestic violence survivors) will be assisted in making connections to appropriate providers. All persons will be assigned to a housing resource and the needed information/referrals will be completed in order to set up housing resources.

Case managers will work with clients toward their housing plans and refer them to the housing locator for assistance with housing searches and signing of leases. Once participants are housed, housing case managers will continue to meet with participants as often as possible and at least monthly in order to monitor housing stability and to work with the client to build skills and connections needed to maintain housing.

Once all identified unsheltered homeless persons are housed, ongoing support will be provided in order to ensure that participants do not return to homelessness. Using initiative funds and other community resources (i.e. homelessness prevention), participants will be supported to ensure that their housing is maintained and that the functional end to unsheltered homelessness is sustained. Participants who are enrolled in permanent supportive housing will require ongoing financial support, as this intervention is targeted for those that require long-term case management and assistance to ensure their housing stability.

In addition to the strategies outlined above, successfully implementing this initiative will require the FRCoC to take additional steps toward improving the homelessness response system, most without additional resources. Steps that the FRCoC is already taking to strengthen the system include simplifying the coordinated entry process, providing better training for coordinated assessment providers, ramping

up diversion efforts, reducing barriers to shelter, shifting the focus of street and shelter case management to be more housing-focused, and providing regular training to case managers.

Monitoring and Evaluation

GWRC, specifically FRCoC staff, will be responsible for all monitoring and evaluation responsibilities. All sub-recipients of initiative funds will enter data into HMIS in accordance with the *Homeward Community Information System Policies and Procedures* and applicable HUD guidelines. Sub-recipients will also be required to submit financial and housing reports to FRCoC staff on a monthly basis. FRCoC staff will use data from HMIS and monthly reports to analyze initiative outcomes and project performance on a quarterly basis. FRCoC staff will provide technical assistance as needed to those agencies that are not able to achieve performance benchmarks.

Project Benchmarks will be monitored on a quarterly basis in order to improve initiative services. Benchmarks to be evaluated are:

1. Length of time to rehouse initiative participants.
 - a. Defined as the number of days from project start date to housing move-in date.
2. Percent of initiative participants exiting to a permanent housing destination.
 - a. Defined as the rate at which initiative participants exit to a permanent housing destination.
3. Percent of initiative participants exiting to permanent housing who do not return to homelessness within one year.
 - a. Defined as the rate at which initiative participants exiting to permanent housing do not show back up in system services for the literally homeless within a year of project end date.

On a monthly basis, all sub-recipients will be required to submit remittances to GWRC, detailing all funds used to rehouse unsheltered persons. Remittances must include payment date, payment method, staff pay period (if applicable), client ID number (if applicable), payee, service type, and payment amount. Supplemental documentation for all payments must be included (i.e. receipts, bills, and timesheets). Remittances will be reviewed to ensure proper use of funds prior to providing reimbursements.

All initiative participants will be case conferenced during monthly prioritization meetings. During these meetings, case managers will be responsible for providing updates on housing progress and reporting on the number of persons that were housed during the previous month.

System Benchmarks will be monitored on an annual basis to track progress toward ending unsheltered homelessness. Benchmarks to be evaluated are:

1. The number of persons experiencing unsheltered homelessness in the annual PIT count.
 - a. Defined as a change in the number of persons experiencing unsheltered homelessness in the annual PIT counts.
2. Length of time to rehouse persons experiencing unsheltered homelessness.
 - a. Defined as the number of days from date of identification to housing move-in date.
3. Percent of persons exiting unsheltered homelessness to permanent housing who do not return to homelessness within one year.

- a. Defined as the rate at which persons exiting unsheltered homelessness to permanent housing do not show back up in system services for the literally homeless within a year of project end date.

On a quarterly basis, initiative progress will be shared with the GWRC Board.

Budget

The FRCoC is seeking additional funding for housing location, rapid re-housing (RRH), and permanent supportive housing (PSH) in order to scale up existing housing projects to fully address unsheltered homelessness in the region. The FRCoC will use the requested funding in conjunction with \$4.2 million in existing annual system resources.

Existing System Funding

It is imperative that funding for this initiative is not reallocated away from other system components, such as emergency shelter, coordinated entry, outreach, diversion, or prevention. The local governments of PD-16 currently contribute \$447,473, or 11% of the system’s annual budget, to several organizations providing services within the homelessness response system, including Empowerhouse, Loisann’s Hope House, Micah Ministries, and Thurman Brisben Center. These dollars are crucial to existing system capacity, and the success of this initiative depends on the ability to add housing resources to an already fully-functioning homelessness response system.

Additional System Funding Requested

Below is the breakdown of the additional funding, above and beyond the \$447,473 already provided by the local governments of PD-16, that the FRCoC is requesting to fund this initiative.

	FY19	FY20
Housing Location	\$27,000	\$13,500
RRH Housing Subsidy	\$117,500	\$85,000
RRH Case Management	\$75,000	\$52,500
PSH Housing Subsidy	\$187,200	\$187,200
PSH Case Management	\$78,000	\$78,000
Total	\$484,700	\$416,200

FY19 budget amounts are based on the estimated cost to rehouse 73 persons, 47 through RRH and 26 through PSH. Based on the assumptions listed below, rehousing 73 persons would require \$27,000 for .6 housing locators, \$117,500 for RRH housing subsidies, \$75,000 for 1.7 RRH case managers, \$187,200 for PSH housing subsidies, and \$78,000 for 1.7 PSH case managers.

FY20 amounts are based on the estimated cost to rehouse 34 persons and maintain the 26 PSH units created in FY19. Rehousing 34 persons would require \$13,500 for .3 housing locators, \$85,000 for RRH housing subsidies, and \$52,500 for 1.2 RRH case managers. Maintaining 26 PSH units would require \$187,200 for PSH housing subsidies and \$78,000 for 1.7 PSH case managers.

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FY19 and FY20 funding amounts are based on the following assumptions:

- All other system funding is maintained at its current level.
- Housing Location
 - Average Length of Stay: 45 days
 - Ideal Caseload: 15 persons
 - Cost (Salary + Fringe) per 1 FTE: \$45,000
- Rapid Re-Housing
 - Average Financial Assistance: \$2,500
 - Average Length of Stay: 195 days
 - Ideal Caseload: 15 persons
 - Cost (Salary + Fringe) per 1 FTE: \$45,000
- Permanent Supportive Housing
 - Average Financial Assistance: \$600/month x 12 months
 - Average Length of Stay: 365 days/year
 - Ideal Caseload: 15 persons
 - Cost (Salary + Fringe) per 1 FTE: \$45,000

Future Funding and Self-Sufficiency Plan

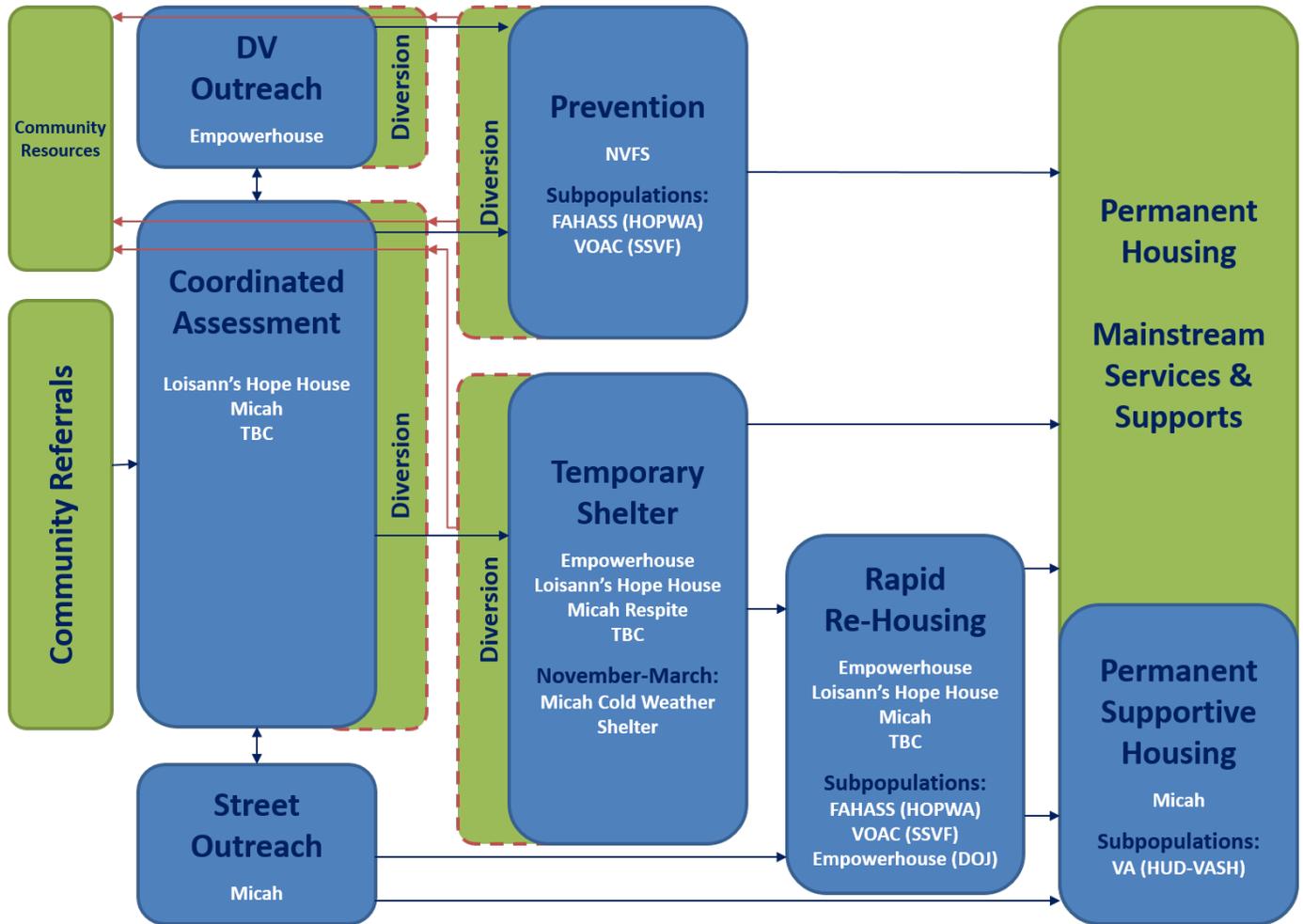
While this initiative is presented as a two-year infusion of resources aimed at getting ahead of a need that has gone underfunded, the FRCoC hopes that this will be the beginning of an ongoing relationship with local governments to minimize new instances of unsheltered homelessness.

At the same time, the FRCoC is committed to continually pursuing avenues that either match or reduce dollars committed by local governments, such as incremental increases through HUD Continuum of Care Program permanent housing bonuses, local foundations, and private sources.

The community should also consider establishing a local housing trust fund, which could be funded through local general funds, development fees, property taxes, or other sources. In absence of new money at the state and federal level, many communities across the state of Virginia are finding this to be a critical new source of local resources, which can be effective in addressing affordable housing and homelessness. Virginia communities with housing trust funds include Alexandria, Arlington, Charlottesville, Fairfax, and Norfolk.

Appendix A: Homeless Response System Flowchart

Fredericksburg Regional CoC: Homelessness Response System



May 2017

Appendix B: Job Descriptions



Fredericksburg Regional Continuum of Care Housing Case Manager Job Description

Position Summary: The Housing Case Manager provides case management services for the rapid re-housing and/or the permanent supportive housing project to individuals and families experiencing homelessness in Planning District 16. The Housing Case Manager will work to assist households in obtaining and maintaining permanent housing.

Responsibilities:

- Conduct assessments and intakes in order to understand housing needs.
- Educate participants on project guidelines and expectations.
- Connect participants to needed community resources in order to meet basis needs.
- Develop, implement & monitor Housing Stabilization Plan.
- Complete needed housing documentation for enrollment in housing projects.
- Support participants in addressing barriers to housing stability with a focus on increasing income
- Complete regular home visits to evaluate housing stability and assess for additional needs.
- Act as a liaison with landlords in order to handle landlord/tenant concerns.
- Provide crisis intervention to participants.
- Maintain understanding of grant guidelines and housing/homelessness best practices.
- Enter required data into the local Homeless Management Information System.
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's degree or combination of academic study and relevant experience required.
- Ability to work with diverse populations and persons experiencing a housing crisis.
- Strong interpersonal and communication skills.
- Exceptional problem solving skills. Ability to provide creative solutions.
- Ability to make independent decisions when circumstances warrant such actions.
- Flexibility and adaptability to changing needs.
- Ability to work in a fast-paced environment.
- Personal integrity and confidentiality.
- Proficiency in Microsoft Office Suite.

Supervision:

The Housing Case Manager will be supervised by the hiring agency. Performance evaluations will be completed by the Continuum of Care Coordinator and the CoC's Pursuit of Housing Partners on a biannual basis.

Work Schedule:

This position is part-time, 20 hours per week. A flexible schedule will be necessary to perform job duties including client appointments. Position will require night and weekend work.



Fredericksburg Regional Continuum of Care Housing Locator Job Description

Position Summary:

The Housing Locator is a shared community position responsible for working collaboratively with local shelter, rapid re-housing, permanent supportive housing, and prevention case management staff to identify housing opportunities for clients experiencing unsheltered homelessness. The Housing Locator works across community agencies, specifically Empowerhouse, Loisann's Hope House, Micah Ecumenical Ministries, and Thurman Brisben Center. This position is required to actively seek out and maintain relationships with local landlords and property managers. The Housing Locator provides information to clients on housing opportunities and tenant/landlord roles and responsibilities. The Housing Locator is an integral member of the CoC's Homeless Response System.

Responsibilities:

- Proactively seek out new housing opportunities and resources to assist clients with obtaining housing.
- Assist with maintaining a Housing Directory to include information on available units (location, rent, bedrooms, baths, pet policies, etc.) and documentation of all contacts with landlords and property managers. Provide consistent updates on housing availability.
- Maintain ongoing relationships with landlords and property managers, including acting as a liaison between landlord and clients as needed.
- Maintain close working relationships with CoC case management staff and engage in frequent communication with partner agencies.
- Meet with clients and case managers to establish housing needs and understand client barriers to housing. Show clients potential units in collaboration with case managers.
- Conduct housing quality inspections and complete associated paperwork per grant guidelines. Advise and advocate for clients with regard to quality standards.
- Confirm that all rental properties are rent reasonable and complete associated paperwork per grant guidelines.
- Facilitate agency payment of application/holding fees for identified units.
- Review and negotiate leases on behalf of clients in collaboration with case managers and clients. Ensure leases meet fair housing and legal requirements. Assist clients in understanding their leases. Attend lease signings.
- Maintain understanding of grant guidelines and housing/homelessness best practices.
- Enter required data into the local Homeless Management Information System.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree or combination of academic study and relevant experience required.

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- Ability to work with diverse populations and persons experiencing a housing crisis.
- Strong interpersonal and communication skills.
- Exceptional problem solving skills. Ability to provide creative solutions.
- Ability to make independent decisions when circumstances warrant such actions.
- Flexibility and adaptability to changing needs.
- Ability to work in a fast-paced environment.
- Personal integrity and confidentiality.
- Proficiency in Microsoft Office Suite.

Preferred Qualifications

- A minimum of 3 years of experience in property management, housing management, and/or real estate preferred.
- Experience in conducting group training preferred.

Supervision:

The Housing Locator will be supervised by the hiring agency. Performance evaluations will be completed by the Continuum of Care Coordinator and the CoC's Pursuit of Housing Partners on a biannual basis.

Work Schedule:

This position is part-time, 20 hours per week. A flexible schedule will be necessary to perform job duties including client appointments. Position will require night and weekend work.

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