



## Quick Reference Guide to YHDP Rapid Rehousing Application Process

This is a quick reference guide for staff working with participants applying for the YHDP Rapid Rehousing project. For more detailed information, please review the YHDP Rapid Rehousing Project Policies and Procedures document found at the VCRHYP website (add link).

*Protecting Client Confidentiality:* When stated in document “send to VCRHYP” please send through secure email; to request a secure connection send an email to [demo@wcysb.org](mailto:demo@wcysb.org).

Steps to RRH application process:

1. **Notice of Voucher Availability:** Your agency will receive a letter from VCRHYP at beginning of each month. This tells you how many vouchers you have available to fill.
2. **To Fill an Open Voucher:** Request a referral from your CoC Lead Agency who manages the Coordinated Entry Master List. Referral needs to be sent to you on (lead) agency letterhead. A template can be found on VCRHYP’s website under “for member programs.”

Timeline notes:

- Sponsor agency must request referral within 3 business days
- Lead agency should make referral within 5 business days of request

3. **Once Referral is Received,** Case Manager makes first contact with head of household.

Timeline notes:

- First contact should be attempted within 3 business days of receipt of referral. Case Manager must make 3 more attempts in next 10 business days.
- If no contact is established in 13 days from referral:
  - 1) document in case file number and dates of attempts and outcome.
  - 2) Request new referral from lead agency

4. **First Contact with a Client:**

A. Check for client eligibility – ask about current housing status, still needs to be in Categories 1, 2, or 4. Income eligibility is [50% area median income](#).

B. Provide a brief overview of the project and confirm they are interested

Key talking points: (*Please see **Sponsor Agency Initial Participant Meeting Talking Points Guide***)

- Client rent contribution will be up to 30% of their earned household income.
- Clients need to engage in housing search, but will be assisted by case manager and VSHA Field Representative.
- Clients may look for housing in the county they are currently in, or another county. (*Note- if they want to move out of your service area, you would work with VCRHYP to identify another service provider who could sponsor them first, it is not a given that we could find another provider with capacity.*)

- Applications can take up to 4 weeks to process.
- Clients will have 120 days from the time their application is approved to find housing.
- RRH vouchers are good for 24- months from move-in.

5. **Application Completion Process:** If eligible and interested, begin completing the RRH application with them.

- A. Send only a complete RRH application containing all of the following:
  - CE Referral letter
  - RRH Application
  - Last 30 days of pay stubs for all members of household
  - Asset information – Checking/Savings bank statements for all members of household
  - Letter from shelter, family documenting homelessness
  - Certification of disability if not receiving SSI/SSDI, if applicable
  - YHDP HMIS Intake Assessment
- B. Please name your files as such: HMIS #, Client Initials, Document title. **Example: 12345 PC Homeless Verification Ltr**

Timeline notes:

- From the **Notice of Voucher Availability** (Step 1), sponsor agencies have 60 days to submit a completed application to VCRHYP. Extensions may be given on a case-by-case basis through consultation with VCRHYP.

6. **Application Review and Approval or Denial:** VCRHYP will notify the Case Manager when the application has been approved or denied through email.

- An approval email will contain a **Notice of Award** letter to be shared with the client and the **Subsidy Contract** which outlines the tenant rental contribution and number of bedrooms approved and needs to be completed during a Tenant Briefing Meeting. A VSHA Field Representative will also be assigned at this point.
- A denial email will include a letter for the client with information on why it was denied and how the client can contest the decision if they choose to.

Timeline notes:

- Case Manager should hold the Tenant Briefing Meeting within 10 business days of notice of approval.
- Application approval/ denials are generally provided within 10-14 business days of VCRHYP's receiving completed applications and supplemental documentation (income verification, homelessness verification, etc)
- Bonus note! Now is a great time to complete the **VCRHYP YHDP Crisis Housing Plan of Care** and set up regular case management meetings.

7. **Tenant Briefing Meeting:** This meeting is to Review and Complete the **Subsidy Contract**. The Head of Household (client), the VSHA Field representative and Case Manager should all be present. Other adult members of the household are encouraged to participate also. Case Manager must provide a copy of the signed, completed subsidy contract to VCRHYP. *Please see the **Tenant Briefing Meeting Guide** for more information.*

Timeline notes:

- The Case Manager needs to coordinate this meeting within 10 business days of **Notice of Award** and send the signed **Subsidy Contract** back to VCRHYP.
8. **Housing Search:** Case Managers and VSHA Field Reps may assist a client, but the client is primarily responsible for completing the housing search.
- A. A potential unit is identified: Case Manager and Client complete the **Request for Tenancy Approval** signed by landlord/ property owner and household, and the **Housing Quality Inspection Request**, and send both along with a copy of unsigned lease to VCRHYP and your assigned Field Representative.
- B. If the unit passes HQS Inspection:
- a. VSHA will notify owner, client, Case Manager and VCRHYP and the property owner will be sent a **Housing Assistance Payment Contract**.
  - b. The client and the owner sign the lease and the **YHDP Tenancy Addendum**.
  - c. Client signs **RRH Occupancy Agreement**.
  - d. All documents are sent to VCRHYP and kept in client file.
- C. If the unit does not pass HQS Inspection:
- a. VSHA will provide the owner and the client a list of items that need to be addressed for the unit to pass inspection. If the owner chooses to address issues, Case Manager should ask for a timeline for when repairs may be completed. If this timeline falls outside of the 120-day allowable housing search time period, please notify VCRHYP to request an extension and/or advise client to continue housing search. When the owner has completed repairs, another HQS inspection must be requested.
  - b. Owner may choose not repair and the housing search must continue.

Timeline notes:

- From the date of the Tenant Briefing Meeting, the client has 120 days to identify and move in to housing. An extension can be requested from VCRHYP if client has had significant barriers to housing identification.
  - VSHA has 10 business days to conduct a HQS inspection after receiving request.
9. **Client is Housed: YAY!** Please remember to update VCRHYP on the move-in date so we can update it in HMIS (unless you are a lead agency, in which case you will still notify VCRHYP but update HMIS yourself.) Complete a **VCRHYP YHDP Housing Stability Plan of Care** and continue to offer a minimum of 1 case management meeting a month.