Client Referral Meeting Guide
For YHDP Rapid Rehousing Project Entry

The following are talking points for Sponsor Agency Case Managers to discuss during initial contact with clients. The goals of this first meeting after receiving a Coordinated Entry Referral are to:

1) Introduce yourself and your agency if not already connected.

2) Confirm continued eligibility. Do they meet the homelessness criteria of categories 1, 2 or 4?

3) Update contact information *(Note: if there are updates and the participant does NOT enter RRH, send update to your Lead Agency. If they do enter, just update contact information through submittal of HMIS intake.)*

4) Introduce potential participant to RRH program, as well as letting them know about any other options they may have, so they may make an informed decision around if this is the right fit for them.

5) Highlight the application process and what you will need from them to begin if they choose to enter the project.

Talking points to help guide your conversation:

Eligibility- Applicants must:

→ Be between the ages of 16 and 24 (up to the day before 25^{th} birthday.)
→ Have household income under 50% of Median Area Income.
→ Meet criteria for categories 1, 2 or 4 which include literal homelessness (unsheltered, living in transitional housing or emergency shelter, or in a place not meant for human habitation), imminent risk of homelessness (loosing housing within 14-days), or fleeing or attempting to flee violence.
→ Be willing and able to sign a one-year lease.

RRH Project Basics

→ Participants receive up to 24 months of rental assistance to use in a housing unit they will help find.
→ Participants will be the official lease holder on the unit.
→ Participants will need to contribute 30% of their household income to rent.
→ Participants are expected to engage in case management at least one time a month. Depending on their needs and goals identified through development of a Housing Stability Plan, meetings may be more frequent.
→ Participants will not lose housing if they miss case management meetings.
→ A participant may leave the program any time they choose to.

Enrollment Process

→ Case Managers will work with participants to complete an application and get needed documentation to submit.

→ Participant information is confidential, but some information will need to be shared with Program Managers to confirm eligibility and calculate financial support.

→ Once a complete application is received, it takes up to two weeks to receive an approval or denial.

→ If the application approved, within 2 weeks a meeting with the participant, Case Manager and a VT State Housing Authority Field Representative will be scheduled to review your subsidy amount, approved unit size and complete a contract.

→ If the application is denied, participants will be notified of the reason and have the opportunity to appeal if they choose to contest the decision.

Housing Search

→ Participants are primarily responsible for looking for housing, but will be supported by the Case Manager and Field Representative

→ From the date the subsidy contract is signed, a participant has 120 days (4 months) to find appropriate housing.

→ When a unit is identified, it will need to pass a housing quality inspection. If it does not pass, the owner will be given a report of the items that need to be addressed in order to pass. A landlord may choose to complete these repairs or not. If they choose not to, another unit will need to be found.

→ The Case Manager will work with the participant to review and sign the lease and complete other paperwork.

While Housed

→ Once a participant moves in, they will need to inform their Case Manager of any changes in income or household composition, respond to any inquiries from Project Mangers, and engage in an annual eligibility reassessment.

→ Participants are responsible for paying their portion of the rent directly to the landlord and on time. If they are having troubles paying on time, they should notify their Case Manager immediately.

→ A participant is responsible to securing and paying for any utilities that are not included in the rental agreement.

→ Participants will need to notify their Case Manager if they want to leave the unit, have left the unit already, or are having any issues with the landlord.