

Rapid Re-Housing Triage Tool

This tool may be helpful for the purposes of determining what services a rapid re-housing eligible household is in need of. Communities would ideally use this tool only after prevention or diversion had been ruled out as options for a household and before or very shortly after admitting them to a shelter program if they have no place else to stay. This tool should be used as a starting point; communities are encouraged to refine the tool to reflect local data and system outcomes.

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
<p>Level 1— The household will need minimal assistance to obtain and retain housing. The Rapid Re-Housing (RRH) program offers the following for most Level 1 households:</p> <ul style="list-style-type: none"> ❖ Financial assistance for housing start-up (e.g. first month’s rent, security deposit, utility deposit) ❖ Initial consultation related to housing search (e.g. where to find rental information, how to complete housing applications, documentation needed) ❖ Time-limited rental assistance, per client Housing Plan ❖ Home visit/check-in after move-in ❖ Offer of services (at tenant request) for up to 3 months. <p>Landlord assistance will likely include only program contact information for tenancy concerns</p>	<p>Household has no criminal history</p> <p>Rental history: an established local rental history. No evictions, landlord references are good to fair</p> <p>Credit history is good, with the exception of a few late utility and credit card payments</p>	<p>No significant barriers except financial: very low income, insufficient emergency reserves</p>
<p>Level 2— The household will need routine assistance</p>	<p>Household has no serious criminal history,</p>	<p>Financial barriers include very low</p>

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<p>to obtain and retain housing. The RRH program offers the following for most Level 2 households:</p> <ul style="list-style-type: none"> ❖ Financial assistance for housing start-up ❖ Time-limited rental assistance, per client Housing Plan ❖ Initial consultation and ongoing assistance with housing search, including bus tokens as needed ❖ Development of Housing Plan to work on any identified retention barriers ❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. ❖ Services available for up to 6 months, depending on housing problems and progress toward Housing Plan goals. <p>Landlord assistance:</p> <ul style="list-style-type: none"> ❖ 6 month availability: landlord can call with tenancy issues and program will respond. ❖ Program will check in with landlord periodically for updates. ❖ RRH program will relocate household if landlord is considering eviction. 	<p>but may have a few minor offenses such as moving violations, a DUI, or a misdemeanor</p> <p>Rental history is limited or out-of-state. May have 1-2 explainable evictions for non-payment. Prior landlords may report a problem with timely rent.</p> <p>Credit history shows pattern of late or missed payments</p>	<p>income, may have inconsistent employment, poor budgeting skills</p> <p>No serious mental illness or chemical dependency that affects housing retention. May have some level of depression or anxiety or problems responding to conflict</p> <p>May lack awareness of landlord-tenant rights/responsibilities.</p> <p>May have minor problems meeting basic household care/cleaning.</p> <p>May have been homeless once before.</p>
<p>Level 3— The household will need more intensive and/or longer assistance to obtain and retain housing. The RRH program offers the following for most Level 3 households:</p> <ul style="list-style-type: none"> ❖ Financial assistance for housing start-up ❖ Time-limited rental assistance, per client Housing Plan ❖ Initial consultation and ongoing assistance with housing search, including bus tokens as needed. Staff may accompany client to 	<p>Household may have some criminal history, but none involving drugs or serious crimes against persons or property</p> <p>Rental history includes up to 3 evictions for non-payment. Prior landlord references fair to poor. Partial damage</p>	<p>Household is very low income, has periods of unemployment, no emergency reserves, lacks budgeting skills</p> <p>Problems with mental health or alcohol/substance use that somewhat impacts compliance with tenancy requirements.</p>

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<p>the landlord interview.</p> <ul style="list-style-type: none"> ❖ Development of Housing Plan to work on any identified retention barriers ❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits. ❖ Services available for up to 9 months, depending on housing problems and progress toward Housing Plan goals. <p>Landlord assistance:</p> <ul style="list-style-type: none"> ❖ 9 month availability; landlord can call with tenancy issues and program will respond even after services end. ❖ Program will check in with landlord periodically for updates. ❖ RRH program will relocate if an eviction is being considered. If household will not leave, program may pay court costs. ❖ Program may pay or repair damages. 	<p>deposit returned. Some complaints by other tenants for noise</p> <p>Credit history includes late payments and possible court judgments for debt, closed accounts</p>	<p>May have deficits in care of apartment, landlord-tenant rights/responsibilities, communications skills with landlord and/or other tenants</p> <p>Conflict may exist in household</p> <p>May have lost housing and been homeless several times in past</p>
<p>Level 4— The household will need more intensive and longer assistance to obtain and retain housing. The RRH program offers the following for most Level 4 households:</p> <ul style="list-style-type: none"> ❖ Financial assistance for housing start-up ❖ Time-limited rental assistance, per client Housing Plan ❖ Initial consultation and ongoing assistance with housing search, including bus tokens as needed. Staff may accompany client to the landlord interview. ❖ Development of Housing Plan to work on any identified retention barriers ❖ Weekly home visits for first two months; 	<p>Criminal history, violations may include drug offense or crime against persons or property</p> <p>Rental history includes up to five evictions for non-payment and/or lease violations. Landlord references poor. Security deposit may have been kept due to damage to unit.</p> <p>Credit history is poor, late payments, may</p>	<p>Extremely low income, no emergency reserves, bank accounts closed, lacks budgeting skills.</p> <p>May be using drugs/alcohol and/or has mental health problems. May have conflict with child/ren or partner. May lack ability to care for apartment or communicate appropriately with landlord and other tenants.</p>

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<p>then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.</p> <ul style="list-style-type: none"> ❖ Services available for up to 12 months, depending on housing problems and progress toward Housing Plan goals. <p>Landlord assistance:</p> <ul style="list-style-type: none"> ❖ 12 month availability; landlord can call with tenancy issues and program will respond; ongoing option to call even after Rapid Re-Housing services are ended can be offered or negotiated on a case-by-case basis. ❖ Program will check in with landlord monthly (or more often if landlord prefers) for updates/issues. ❖ May pay an additional damage deposit and/or last month's rent in addition to normal start-up costs. ❖ RRH program will relocate household if an eviction is being considered. If household will not leave, program may pay court costs of eviction. ❖ Program may pay or repair damages. 	<p>include judgment for debt to a landlord, closed accounts</p>	<p>Has likely been homeless multiple times or for more extended periods</p>
<p>Level 5— Household needs longer or more intensive services; may need staff with more professional training. RRH program refers household to appropriate program, such as intensive case management, permanent supportive housing or other local resources.</p>	<p>Extensive criminal background</p> <p>Extremely poor rental history, multiple evictions, serious damage to apartment, complaints</p> <p>Credit history includes multiple judgments, unpaid debts to</p>	<p>Active and serious chemical dependency or mental illness</p> <p>Unable to comply with lease requirements or interact positively with landlord/tenants; poor apartment management skills, out-of-control behaviors by adult or child/ren</p>

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	landlords, closed accounts	May have experienced chronic homelessness (multiple and/or extended periods of homelessness)