

Homelessness Prevention and Rapid Re-housing Case Review & Closure Checklist Guidance

Homelessness Prevention (HP) and Rapid Re-Housing (RRH) programs in the Columbus/Franklin County Homeless Crisis Response System (HCRS) seek to quickly resolve housing crisis for families and individuals facing literal homelessness. Homelessness Prevention assistance targets individuals and families who are imminently at-risk of literal homelessness within 30 days and who “but for” assistance from HP will then need emergency shelter. Rapid Re-Housing assists individuals and families who are currently literally homeless and also face barriers, like low income, prior evictions, and family conflict that make it harder to find and stabilize in housing.

HP and RRH programs in our community’s HCRS adhere to [national](#) and [local](#) standards for high quality, effective prevention and re-housing assistance. Consistent with those standards, both types of interventions seek to offer only what individuals and families need and want, and only for as long as necessary to achieve the central goal of ending the housing crisis and assuring the assisted household is no longer imminently at-risk of literal homelessness.

Once a household secures their own housing or housing with family or friends, HP and RRH programs seek ensure the household is stabilized and no longer facing imminent housing loss and literal homelessness. This is achieved by offering, as needed, additional housing-focused case management, problem-solving, information and referral, and direct client assistance (DCA). This is often called “progressive engagement” or “progressive assistance” – that is, assistance that is both individualized and flexible (can increase or decrease depending on need relative to securing and stabilizing in housing).

It’s important to have a clear understanding of what “housing stability” means. It does not mean the assisted household will no longer be low income or have high housing costs relative to their income. It does mean that the assisted household is compliant with their lease or host expectations, can pay for housing on their own (or with other assistance) in the near term, has addressed or is actively working to address longer-term issues that might impact housing, and knows where and how to seek help for any future housing crisis.

With this in mind, planning for case closure should begin *at intake* and should be clearly communicated to the family or individual. Case managers and clients should periodically (e.g., monthly) review progress, service needs, and whether to conclude services. Factors to consider when closing a case include:

- Financial resources
- Lease compliance
- Goal plan and resource linkage.

Don’t exit alone! Speak with Direct Supervisor when deciding whether to close a case.

Be clear. Prepare clients for the exit and explain what they can expect after case closure. And, have a plan for contact after case closure.

The HP & RRH Case Review and Closure Checklist should be used periodically to review housing stability and assistance needs with HP or RRH clients. At minimum, the tool must be completed prior to HP or RRH exit and copied to the client case file, along with a final, updated IHSP focused on ongoing housing retention.

Case Review and Closure Resources

VA Supportive Services for Veteran Families (SSVF)

Case closure guide

https://www.va.gov/HOMELESS/ssvf/docs/Training_Guide_Case_Closing_Indicies_Final.pdf

Case closure webinar

https://www.va.gov/HOMELESS/ssvf/docs/10_RRH_Closing_the_Case.pdf

Case closure flow charts

https://www.va.gov/HOMELESS/ssvf/docs/Training_Guide_Case_Recert_Closing_Flow_Chart_Final.pdf

National Alliance to End Homelessness (NAEH)

Knowing When to End Rapid Re-Housing Assistance

<https://endhomelessness.org/resource/when-to-end-rapid-re-housing-assistance/>

HP/RRH Case Review & Closure Checklist, v1.0, effective 01-01-2020

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Homelessness Prevention & Rapid Re-Housing Case Review & Closure Checklist

	INDICATORS	<i>Meeting</i> (indicator for closure)	<i>Not Meeting</i> (indicator for continuation)	Notes
FINANCIAL	IF RENTING: Income sufficient to pay rent in near term (at minimum next two months) despite high rent burden OR housing subsidy secured.			
	IF STAYING WITH HOST FAMILY/FRIEND: Able to contribute financially to support housing and basic needs OR host is ok with what client is able to contribute.			
	Not in need of additional DCA or financial assistance from other sources (if exhausted DCA) to sustain housing.			
LEASE/ HOST	IF RENTING: Compliant with lease requirements and not at-risk of violation – e.g., no rent arrears (or has plan), complaints, etc. AND landlord agrees tenant is stable/compliant.			
	IF STAYING WITH HOST FAMILY/FRIEND: Compliant with host expectations and no current major conflict that may jeopardize housing.			
	IF RENTING: Current on rent and utility payments (no arrears).			
	IF RENTING: Understands lease, how to avoid non-compliance, what to do if/when there's a lease compliance issue.			
	IF STAYING WITH HOST FAMILY/FRIEND: Understands host expectations and what to do if/when there's a conflict that may jeopardize housing.			
	Housing is safe and habitable.			
LINKAGES	Connected to resources necessary to sustain housing (e.g., childcare) AND connected to other critically needed community services/resources.			
	Family, social supports available when needed to assist with ongoing needs or future crisis.			
PLAN	Has plan to address potential future housing-related crisis, including updated IHSP for ongoing housing retention after exiting program.			
	Aware of and knows how to access key emergency assistance resources in community if/when needed.			
CHOICE	Does not want additional program assistance.			

Consult with Direct Supervisor to aid in case closure decision. If client has met none, or only some the case closure indicators above, determine if additional assistance is needed and speak with Direct Supervisor to determine next steps.