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Until everyone has a place to call home

Rapid Rehousing Program (RRH)
Case Closure

1. There are three aspects of RRH Case Closure: Financial, Lease Issues, Goal Plan/Resource Linkages.
2. Don’t exit alone! Speak with Direct Supervisor when determining to close a case.
3. Be clear. Prepare clients for the exit, starting from intake! Explain what they can expect after case closure. Have a plan for contact after case closure.
4. Please use the following checklist, along with the RRH Discharge Plan, to aide in Case Closure.

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RRH Case Closure Checklist

Financial:

- ❏ Does the client have an income or ongoing subsidy (Housing Choice Voucher, PSH option, etc.) to pay rent?
  - ❏ Yes: Can pay required portion of rent and utilities
    - ❏ Move to Part Two Case Closure
  - ❏ No: Has client exhausted Financial Assistance?
    - ❏ Yes: Continue with Case Management
    - ❏ No: Continue with Financial Assistance and Case Management

Lease:

- ❏ Does the client have any remaining lease compliance issues?
  - ❏ Yes: Continue with Case Management i.e. Landlord/Tenant Law, Budgeting, Employment, etc.
  - ❏ No: Client has no lease issues AND can pay housing costs
    - ❏ Move to Part Three of Case Closure

Goal Plan / Resource Linkage:

- ❏ Did the client complete their goal plan including connection to financial and non-financial resources (that are necessary and acceptable for housing stability)?
  - ❏ Yes: Client has completed all goals for housing stability
    - ❏ Move to Case Closure if parts one, two, and three have all been met
  - ❏ No: Continue with Case Management and work on Goal Plan to complete

*Bring Case to Direct Supervisor to aid in Case Closure decision. If client has met none, or only one of the three case closure tests, speak with Direct Supervisor to determine next steps.