# 2018 Rapid Rehousing Institutes:
Rapid Rehousing and Resolution: Creative Solutions in the Affordable Housing Crisis

## Day 1

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30-8:30am</td>
<td>Registration</td>
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<tr>
<td>8:30-9:45am</td>
<td><strong>Opening Plenary and Key Themes for the Event</strong></td>
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<tr>
<td>9:45-10am</td>
<td>Transition</td>
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| 10:00-12:00pm | A1: Rapid Rehousing and Federal Resources: Similarities and Differences Across Federal Programs  
A2: Integration of Veteran Access Points and Resources in Coordinated Entry  
A3: Rapid Rehousing for Specialized or Differing Populations  
A4: Effective Housing First Systems: Community Decisions Affect Case Management Practice  
A5: Housing Stability Practice: Income and Resource Maximization  
A6: Rapid Rehousing Practice: An Introduction and Core Concepts  
A7: Diversion/Rapid Exit Practice: Mediation, Conflict Resolution and problem Solving |
| 12:00-1:15pm  | Lunch on Own                                                          |
| 1:15-2:15pm   | **Afternoon Panel and Discussion: Building and Maintaining Sustainable Systems** |
| 2:15-2:30pm   | Transition                                                            |
| 2:30-4:30pm   | B1: Other Affordable Housing Linkages: LIHTC, Multi-Family, Section 811  
B2: Diversion/Rapid Exit: Integration into Coordinated Access Points and Dynamic Prioritization  
B3: Diversion/Rapid Exit: Rural Realities and Opportunities  
B4: Rapid Rehousing Practice: Assessing and Planning to Address Housing  
B5: Rapid Rehousing Practice: Unsheltered Populations  
B6: Housing Stability Practice: Shared Housing and Roommates  
B7: Diversion/Rapid Exit Practice: Mediation, Conflict Resolution and Program Solving |

## Day 2

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<tr>
<td>8:30-9:15am</td>
<td><strong>Morning Plenary: Data-Informed Systems and Human-Centered Design</strong></td>
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<tr>
<td>9:15-9:30am</td>
<td>Transition</td>
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| 9:30-10:30am  | C1: Funding Diversion Activities  
C2: Research from the Field: RRH Success, Challenges, and Risks  
C3 Using the BNL and Case Conferencing to Target Housing  
C4: USICH Federal Criteria and Benchmarks and other Populations  
C5: Feedback What do YOU for training and tools?  
C6: Diversion/Rapid Exit: Data Capture and Implications  
C7: Building a Data Informed Culture Across your System |
| 10:30-10:45am | Transition                                                            |
| 10:45-12:00pm | **Closing Plenary and Introduction to SSVF Rapid Resolution National Rollout** |
| 12:00-5:00PM  | SSVF GRANTEES ONLY – SSVF PROGRAM SPECIFIC PROGRAM                   |
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Event Overview

In October 2018, VA, in partnership with HUD, the U.S. Interagency Council on Homelessness and other national partners, will hold two Rapid Re-Housing Institutes (RRHI). Both West Coast and East Coast Institutes will take place in October 2018.

The theme of the 2018 events will focus on how communities can use strategies like rapid rehousing (RRH), homeless diversion, and rapid exit to overcome the challenges brought by the national affordable housing crisis. The 2018 RRHIs will rely on didactic training and panel presentations by expert practitioners and community leaders from across the country. With guidance from the Federal partners and Technical Assistance experts engaged in ending homelessness for Veterans and other populations, the RRHIs will aim to promote creativity and locally responsive strategies to overcome the barriers facing individuals and families experiencing homelessness, and support providers and systems in communities.


Target Audience(s): RRH direct service and management practitioners, Coordinated Entry leads, System Planners, CoC Leadership, Diversion Specialists

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<tr>
<th>Session Title</th>
<th>Learning Objectives</th>
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| A1. Rapid Rehousing and Federal Resources: Who, What, Where, How | • Participants will understand the basic similarities and differences between various federally funded RRH programs and how each can provide effective housing services to individuals and families exiting homelessness.  
• Participants will understand the different areas of flexibility in RRH programs and how local policies and decisions can influence the effectiveness of a given project as related to client outcomes and stability.  
• Participants will explore the concept of braided/layered funding sources to meet unique client needs and how eligibility and services can affect client outcomes. |
| A2: Integration of Veteran Access Points and Resources in Coordinated Entry | • Participants will understand the expectations and requirements in the DUSHOM VA Medical Center Participation in the Continuums of Care Coordinated Entry System (CES) memo.  
• Participants will understand the expectations for implementation of the DUSHOM memo for each VA homeless program.  
• Participants will learn about strategies for engaging staff at VA Medical Centers and VA funded programs for Veterans experiencing homelessness about integrating Veteran resources into CES. |
| A3: Rapid Rehousing for Specialized Populations    | • Participants will understand the key concepts of client choice and housing focused service planning in rapid rehousing programs.  
• Participants will understand how different populations or situations may require different levels of service or assistance, including whole household service and planning packages.  
• Participants will explore case studies and community examples and make decisions on how service packages may or may not differ based on unique household composition/needs and vulnerabilities. |
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| **A4: Effective Housing First Systems: Community Decisions Affect Case Management Practice** | • Participants will be able to understand and list the characteristics of best practice in RRH client assessment and housing plans.  
• Participants will understand the ways that administrative, system-wide decisions can impact the delivery of best practice RRH services.  
• Participants will learn how a community can work toward revising administrative procedures to improve their focus on housing and achieve more rapid, positive client housing outcomes. |
| **A5: Housing Stability Practice: Income and Resource Maximization** | • Participants will understand how income and employment supports fit within a housing focused, crisis response intervention.  
• Participants will understand how benefits and employment interact and how breaking down misconceptions about employment can lead to better client stability and emotional/medical well-being.  
• Participants will know how to self-assess their program’s and community’s income support networks and key steps to improving those networks and connections. |
| **A6: Rapid Rehousing Practice: An Introduction and Core Concepts** | • Participants will understand the RRH core concepts (Crisis Response, Choice, Housing First), Core Components (Find, Pay Stay) and promising practices (Client centered, progressive assistance, etc).  
• Participants will understand the key concepts that align RRH programs from all funding streams with national best practice standards and effective service delivery.  
• Participants will explore the idea of implementing RRH in a systemic way across funding streams and within HUD and VA Coordinated Entry protocols and expectations. |
| **A7: Diversion/Rapid Exit Practice: Mediation, Conflict Resolution and problem Solving* | • Participants will understand the guiding principles of delivering effective Diversion/Rapid Exit services.  
• Participants will have baseline knowledge for how to have a diversion/rapid exit conversation with households seeking emergency shelter or crisis services (mediation, conflict resolution, creative problem solving, reunification efforts).  
• Participants will understand the planning considerations for implementing diversion/rapid exit: staffing, funding, location, resources and system orientation. |
| **B1: Other Affordable Housing Linkages: LIHTC, Multi-Family, Section 811, Homeless Preference** | • Participants will develop an understanding of Affordable Housing Resources in their State and Community and the benefits of partnering with the owners of this housing.  
• Participants will understand how to use publically available housing portals to conduct research on affordable housing projects and resources located in their community.  
• Participants will develop an understanding on how to develop/sustain partnerships with the primary players in the mainstream affordable housing system – Public Housing Authorities (PHAs), State Housing Finance Agencies (HFAs), and Owners of existing affordable rental housing financed by HUD programs. |
| **B2: Diversion/Rapid Exit: Integration into Coordinated Access Points and Dynamic Prioritization** | • Participants will understand the dynamic prioritization approach to prioritizing the most vulnerable households for housing and service assistance.  
• Participants will understand the role of diversion and rapid exit in coordinated entry and access points.  
• Participants will learn about strategies for implementing diversion and rapid exit within coordinated entry as part of adopting a dynamic prioritization approach in Coordinated Entry, as described by HUD and endorsed by VA. |
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| **B3: Diversion/Rapid Exit: Rural Realities and Opportunities** | - Participants will have a basic understanding for the concept of diversion and where that intervention fits into the greater homeless response system.  
- Participants will explore examples of how other communities have deployed diversion and rapid exit strategies in rural areas.  
- Participants will examine key questions and considerations communities need to account for in order to develop diversion and rapid exit strategies in rural areas. |
| **B4: Rapid Rehousing Practice: Assessing and Case Planning to Address Housing Barriers** | - Participants will be able to describe the key assumptions underlying RRH programs, including crisis response, housing first, client choice, progressive assistance.  
- Participants will be able to list many of the symptoms of stress overload, how stress symptoms relate to homelessness and how these affect assessment and housing plans.  
- Participants will be able to describe the rationale and methodology for assessing housing barriers when pursuing permanent housing opportunities for homeless individuals and families.  
- Participants will be able to describe how housing barriers inform housing search and housing retention plans. |
| **B5: Rapid Rehousing Practice: Encampments and Unsheltered** | - Participants will examine and understand the special considerations necessary to make RRH work with unsheltered populations.  
- Participants will learn from peers who implemented strong linkages to unsheltered population using rapid rehousing resources and practices.  
- Participants will share experiences to develop and learn effective crisis response models for unsheltered populations. |
| **B6: Housing Stability Practice: Shared Housing and Roommate Matching** | - Participants will learn models of Shared Housing and how they relate to RRH program design and services.  
- Participants will learn considerations for establishing a Shared Housing component to their RRH service portfolio.  
- Participants will explore and understand how shared housing may be approached differently with different types of populations such as Veterans, youth, households with children, single adults, people fleeing domestic violence. |
| **B7: Diversion/Rapid Exit Practice: Mediation, Conflict Resolution and Program Solving** | See A7 (session offered twice) |
| **C1: Funding Diversion Activities** | - Participants will understand creative ways communities have funded and organized homelessness diversion activities.  
- Participants will understand how current federal and local resources can be used to fund diversion activities, such as conflict resolution and family mediation services.  
- Participants will understand how the SSVF Rapid Resolution pilot is being used to model funding mechanisms and service design for other types of funding sources. |

- Participants will understand that RRH is an evidence-based, cost-effective solution to homelessness.  
- Participants will understand that RRH is effective across demographics, including: singles, families, people with disabilities, and households with very low income.  
- Participants will understand key performance data for RRH.
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<td><strong>C2: Research from the Field: RRH Success, Challenges, and Risk:</strong></td>
<td>- Participants will understand how and why to look at the outcomes of your own RRH programs or those in your community.</td>
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<td><strong>C3 Using the BNL to Target: Who and How to target; Returns to Homelessness</strong></td>
<td>- Participants will understand the key system and client-level functions of an effective By Name List. - Participants will understand how privacy and security concerns must be balanced with the need for data sharing and open dialogue. - Participants will learn promising strategies for operationalizing a dynamic, client-centered referral process using client data and case conferencing techniques.</td>
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<td><strong>C4: USICH Federal C/B: Lessons Learned and Q&amp;A</strong></td>
<td>- Participants will understand the process the Federal Partners have used to confirm a community has effectively ended homelessness for Veterans. - Participants will understand which strategies and practices were most successful in the effort to end homelessness for Veterans and how those strategies can apply to other populations and priorities. - Participants will learn the various Federal goals for families, youth and people experiencing chronic homelessness and the Federal Partner plan for supporting/reviewing community progress toward those goals over time.</td>
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<td><strong>C5: Feedback Session: What do YOU need as far as training and tools to improve practice?</strong></td>
<td>- Participants will understand the upcoming trajectory of technical assistance training coming from HUD, VA and NAEH. - Participants will provide feedback on what TA, training and support would be helpful in the coming year(s).</td>
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<td><strong>C6: Diversion/Rapid Exit: Data Capture and Implications</strong></td>
<td>- Participants will understand key considerations in evaluating diversion and rapid exit interventions. - Participants will understand the Rapid Resolution data capture plan including limitations to the data capture strategy. - Participants will learn about strategies for developing an evaluation and data capture plan for local diversion and rapid exit implementations.</td>
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<td><strong>C7: Building a Data Informed Culture Across your System</strong></td>
<td>- Participants will learn how to interpret and apply system performance measures to guide system improvements. - Participants will explore community dashboards and reports and understand how to build similar reports/tools in their communities. - Participants of all levels (front line staff, program managers, and system leaders) will understand how program and system data can be organized and analyzed to inform system planning.</td>
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<td><strong>SSVF Rapid Resolution</strong></td>
<td>Introduction and Overview of Nationwide SSVF Rapid Resolution Intervention, Services and Community Planning</td>
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<td><strong>Suicide Prevention</strong></td>
<td>Because many homeless veterans suffer from a variety of comorbid issues that complicate their housing predicament, basic clinical knowledge is a must for our service providers, this includes Suicide Prevention (and SAVE principles) among many other indicators such as depression, substance abuse, intrapersonal difficulties, cognitive impairment, etc.</td>
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