Recovery Re-Housing Onboarding Training

August 24, 2020
Agenda

• Project Roomkey
• Contractor & LAHSA Obligations
• Re-Housing Service Pathways
  o Problem-Solving
  o Recovery Re-Housing
  o Bridge to Subsidy
• Finance & Budget
• Monitoring & Compliance
• Performance Management
• Performance Targets
• Training Opportunities
• Questions
Project Roomkey (PRK)
To combat the spread of COVID-19 and address the needs of the most vulnerable individuals in the community, Project Roomkey:

- 37 motel/hotel sites were contracted
- 4,152 clients were temporarily housed
- Occupying 4,041 motel/hotel rooms across Los Angeles County
As Los Angeles County moves toward reopening, the goal of Project Roomkey demobilization is to permanently house participants/households (depending on funding from the City and County) who have been flagged with a COVID-19 high-risk vulnerability. People residing in PRK hotels are top priority, then those in Rec and Parks sites, followed by individuals still living on the streets.
Contractor and LAHSA Obligations
Your agency must have & provide documentation of:

- A Data Universal Numbering System (DUNS) Number
- An active System for Award Management (SAM.gov) account
- Documentation verifying participation of a homeless or formerly homeless person(s) on your Board of Directors or Advisory Board that makes policy decisions regarding the facilities, services or other assistance funded with Emergency Solutions Grant (ESG), or
- A well-documented plan by which your agency involves homeless or formerly homeless persons in policy decisions regarding the facilities, services or other assistance funded with ESG

If you have any questions or need assistance in submitting your ESG certification documentation, please email the Procurement Team at fundingopportunities@lahsa.org

Please note that any subcontractors providing services under your contract must also have a DUNS Number and an active SAM.gov account (they do not have to meet the homeless participation requirement).
Re-Housing Contractors will be responsible for:

- Ensuring all PRK residents are document-ready for and move into housing before the shut-down date of PRK hotel(s)

- Assisting all PRK residents in locating a unit
  - Developing a preliminary housing budget
  - Assessing housing needs
  - Reviewing background to assess strengths and barriers to housing
  - Assisting with housing location

- Providing Case Management until stable
<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Provide tools to track progress of each participant</td>
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<td>Provide tools and templates for working with the participants</td>
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<td>Facilitate weekly meetings for answering questions and assisting with challenges (could be more than weekly, if needed)</td>
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<td>Provide Financial Tracking tools to manage the budget</td>
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<td>Assist with access to Lease Up</td>
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<td>Provide onboarding training and curriculum for staff</td>
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PRK Demobilization Service Pathways
COVID Recovery Rehousing Service Pathways

1. **Problem-Solving**
   - **Acuity Level**: 0-5
   - **Steps**:
     - Housing Identification
     - If less assistance is needed
     - If more assistance is needed
   - **Outcome**: Stable Housing

2. **Recovery Rehousing**
   - **Acuity Level**: 6-11
   - **Steps**:
     - Problem-Solving Intervention
     - Housing Identification
     - If less assistance is needed
     - If more assistance is needed
   - **Outcomes**:
     - Shallow Subsidy
     - Stable Housing

3. **Bridge to Subsidy**
   - **Acuity Level**: 12-17
   - **Steps**:
     - Problem-Solving Intervention
     - Housing Identification
     - If less assistance is needed
     - If more assistance is needed
   - **Outcomes**:
     - Shallow Subsidy
     - Permanent Supportive Housing
     - Stable Housing

4. **Housed Through**
   - **Steps**:
     - Problem-Solving
     - Housing Identification
     - Up to 2 months of case management and financial assistance
   - **Outcomes**:
     - Stable Housing

5. **Housed Through Recovery Rehousing**
   - **Steps**:
     - Problem-Solving
     - Housing Identification
     - Up to 16 months of case management and financial assistance
   - **Outcomes**:
     - Stable Housing

6. **Housed Through Bridge to Subsidy**
   - **Steps**:
     - Problem-Solving
     - Housing Identification
     - Up to 24 months of case management and financial assistance
   - **Outcomes**:
     - Stable Housing
Service Pathways are meant to provide maximum flexibility in determining the best fit in terms of financial assistance and case management.

Through quarterly re-assessments, one can determine if a participant needs more (or less) support in case management, rental assistance, make a change without changing providers, programs, or housing.

Progressive Assistance is the key to making this approach work and is required.
While at the same time, to ensure that participants with the COVID-19 flag are prioritized.....**participants will be matched to providers with initial service pathways pre-identified.** This should assist in speeding up the process of re-housing the participants.

Providers will be able to recommend changes to service pathways when justified.
Providers will have a tool to assist them in managing their budgets while tracking the changes that may be made to the service pathway of each participant.
Problem-Solving
**Problem-Solving** is a person-centered, short-term housing intervention that seeks to assist households in identifying an immediate and safe housing alternative within their own social network.

Problem-Solving is a strengths-based approach that utilizes conversation and empowerment methods to help resolve the household’s housing crisis.
Problem-Solving Outcomes

- Move-in temporarily with friends, family or support network
- Move-in permanently with friends, family or support network
- Relocate out of town
- Find new residence of their own
IMPORTANT: All Providers must complete LAHSA’s Problem-Solving Curriculum Training to access financial assistance.

Problem-Solving Assistance Funds (PSAF)

- One-time and limited assistance service
- Must directly resolve the housing crisis or rapidly exit from homelessness
- Only used as a “Last Resort”
- Negotiation Resource
## Financial Assistance Categories

<table>
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<th>Financial Assistance Categories</th>
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<tbody>
<tr>
<td>Emergency Housing Assistance</td>
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<td>Reunification Services</td>
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<td>Public Transportation</td>
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<td>Security Deposit</td>
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<td>Grocery Cards</td>
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<tr>
<td>Utility Deposits</td>
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<td>Utility Arrears</td>
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<tr>
<td>Utility Assistance</td>
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<tr>
<td>Furniture Assistance</td>
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<tr>
<td>Automobile Repair</td>
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<td>Gas Cards</td>
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<tr>
<td>Application Fees</td>
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<tr>
<td>Rental Arrears</td>
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<tr>
<td>Rental Assistance</td>
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<tr>
<td>Employment Support</td>
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<tr>
<td>Medical Expenses</td>
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<tr>
<td>Misc. Housing Expenses</td>
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<tr>
<td>Pet Boarding</td>
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<tr>
<td>Storage Fees</td>
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</tbody>
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LAHSA’s Problem-Solving Unit offers:

• An official Problem-Solving training, accessible on Configio
• Ongoing training and technical assistance for all homeless service providers and system partner staff

For Problem-Solving inquiries, please contact: problem-solving@lahsa.org
Recovery Re-Housing
Recovery Re-Housing is a new category within Permanent Housing focusing on persons who are homeless and are at high-risk for COVID-19 with acuity scores between six (6) and eleven (11).

Recovery Re-Housing connects households experiencing homelessness to permanent housing through a tailored package of assistance that includes the use of time-limited financial assistance and targeted supportive services.

Dedicated Shallow Subsidy slots are also available for Recovery Re-Housing participants.
Core Components of Recovery Re-Housing

Identifying housing and working with landlord partners

Financial Assistance

Case Management
Recovery Re-Housing

Can provide up to 100% of a participant's rental assistance for up to six (6) months.

Progressive Assistance

Then begins a progressive assistance model of financial assistance and case management for up to twelve (12) additional months.

*Progressive assistance can begin at month one if appropriate
Progressive Assistance is a key element of good Recovery Re-Housing practice.

- No cookie-cutter approach to amount of financial assistance and case management
- No planned amount of assistance even if planned to decrease
- Must be individually determined on an on-going basis, based on each participant’s unique situation
- Requires monthly re-assessments of what the participant can manage (financially) or needs (support)
- Assistance can be tailored to meet the needs of participants and over time can identify who may be better served by more intensive interventions (i.e. PSH/Shallow Subsidy)
Progressive Assistance
Bridge to Subsidy
Participants in Bridge to Subsidy can receive 100% of rental assistance for up to 24-months while awaiting a connection to a Permanent Housing Subsidy resource.

Participants in this program are expected to be transferred into Permanent Supportive Housing when it becomes available or connected to a Shallow Subsidy Program providing 35-50% subsidy for the rent to eligible participants, based on need.
Bridge to Subsidy

Participants will be matched to Permanent Supportive Housing (PSH) by LAHSA if they meet the eligibility conditions.

Bridge to Subsidy will:

- Support participants in find housing
- Provide rental assistance
- Provide case management to help them build stability in housing until the PSH becomes available

Once PSH becomes available, participants will receive notice and be transferred as appropriate.

If not enough PSH is available, participants can be transferred to a PRK Shallow Subsidy Program that will assist with rental payments and light touch case management.
Managed by The Salvation Army:

- **Assessment for a Bridge to Subsidy**
  - Shallow Subsidy + should begin at the latest in the 9th month of Bridge to Subsidy support

- **Can manage to maintain their housing with light case management (primarily monthly check-ins)**

- **Amount of the subsidy will be determined up to 50% of the cost of the rent depending on the participant's income**
Financial Assistance Categories – Recovery Rehousing and Bridge to Subsidy

- Security Deposit
- Utility Deposit
- Utility Arrears
- Utility Assistance
- Furniture Assistance
- Application Fees
- Rental Assistance
- Landlord Incentive fee ($2500 for each 1-year lease)
Finance & Budget Overview

• Budget & Budget Modifications
• Advance Request
• Invoices & Administrative Rate
• Supporting Documentation
Budget details and narrative justification to be sent to staff accountant for review and approval

Standard one-time budget modification during the term of the contract

• Written request (Sub-recipient amendment request form)
• Updated budget reflecting changes
**New contracts** will be eligible for advances based on the eligibility of the funding type as outlined in Exhibit B of LAHSA contracts.

**Current contracts** with an advance on hand will not receive any additional advance unless the contract amount increased to make available additional advances:

- **Increase of Advance**: Additional advance is input into Microix and routed to agencies for approval.

- **Decrease of Advance**: An advance recoupment schedule will be created and issued to agencies. Recoupment of advance will begin on next invoice received.
Invoices & Administrative Rates

- All invoices are to be submitted via Microix by the 15th of the month following service month.
- Use your RADAR: Reasonable, Allowable, Documented, Allocable, Regular & Consistent Treatment

<table>
<thead>
<tr>
<th>Contract</th>
<th>Recovery Re-Housing Project Roomkey Rehousing Service Pathways Problem-Solving Recovery Re-Housing Bridge to Subsidy</th>
</tr>
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<tbody>
<tr>
<td>Effective</td>
<td>July 1, 2020</td>
</tr>
<tr>
<td>Administrative Rate</td>
<td>10-12%</td>
</tr>
<tr>
<td>Funding Sources</td>
<td>• Homeless Housing Assistance Programs (HHAP)</td>
</tr>
<tr>
<td></td>
<td>• City/County COVID-19 Relief Funds</td>
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<td></td>
<td>• ESG</td>
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<td>• Measure H</td>
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<tr>
<td>Invoicing</td>
<td>Monthly</td>
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Billing Supporting Documents

**Low / Moderate Risk**
- Statement of Revenues and Expenses
- Detailed General Ledger
- Trial Balance

**High Risk (Additional Documents)**
- Aged Accounts Payable
- Cash Disbursement Journal
- Source Documentation
- Other documents as necessary to validate costs
Monitoring & Compliance
Why does LAHSA Monitor?

- As a pass-through entity, LAHSA is required under 2 CFR, Part 200 to monitor subrecipients.
- All funders require LAHSA to monitor as part of our oversight function.

Purpose of Monitoring

- Ensure funds are spent according to federal statues, contract, original award, and Generally Accepted Accounting Principles (GAAP).
- Subrecipient has appropriate internal controls to ensure compliance with contractual terms and conditions.
- Appropriate services are delivered to eligible participants.
Monitoring Visit Overview:

- Intent to Monitor Letter
- Entrance Conference
- File Review and Site visit
- Exit Conference
- Monitoring Report
- Agency Response
- Clearance Letter
How to be compliant:

• Read and understand your contract to understand eligibility changes.
• Follow guidance in 2 CFR Part 200, GAAP, LAHSA Toolkit, and LAHSA Contractor’s Accounting Handbook.
• Maintain your program in accordance with LAHSA Minimum Program Standards.
• Program and Finance Staff work together to ensure proper billing and recordkeeping.
• Adhere to your HMIS Documentation standards.
Performance Management
How we can help:

• Questions about the contract or Scope of Required Services (SRS)
• Review your Contract Performance Report (CPR)
• Quality check of your program budget, Policies & Procedures
• Connecting with LAHSA or community Subject Matter Experts (SMEs)
Performance Management

Our Goals:

• You and your team are equipped with any available resources or best practices
• You and your team know how to measure the success of your program
• Any questions you have are answered quickly by the appropriate LAHSA SME; and,
• Your program is fully prepared for any Monitoring

Every provider agency has an assigned Performance Management Analyst (PMA)
Your Resources:

• Use our Monthly Engagement Form [link]
• Review your Scope of Required Services [link]
• Become familiar with your Performance Targets
• Register for Care Coordination training (via Configio) [link]
Performance Targets
## Performance Targets

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Financial Tracking</strong></td>
<td>Provider will submit Financial Assistance Tracker every month, within 10 days of the last day of the month – 95%</td>
</tr>
<tr>
<td><strong>Matching</strong></td>
<td>Provider will allow LAHSA or SPA matcher to match 95% of all initial slots as well as turn-over slots due to either program under-spending, participant program completion, or other participant exits.</td>
</tr>
<tr>
<td><strong>Collaborative Matching (PRK)</strong></td>
<td>Provider will affirm service pathway matches or provide alternative recommendations (with supporting justification within three (3) days of assignment (matching) if a participant is in a PRK site.</td>
</tr>
<tr>
<td><strong>Collaborative Matching (non PRK)</strong></td>
<td>Provider will affirm service pathway matches or provide alternative recommendation (with supporting justification) within seven (7) days of assignment (matching) if participant is not in PRK site.</td>
</tr>
<tr>
<td><strong>Close Collaboration with LAHSA</strong></td>
<td>Provider will work with LAHSA 2 X weekly (or more) to plan and execute participants' exits who are in PRK prior to closure.</td>
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<tr>
<td>Performance Targets</td>
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<tr>
<td><strong>Problem-Solving</strong></td>
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<tr>
<td>Provider will complete Problem-Solving conversations with enrolled participants with an acuity of 6 and above within 14 days of pathway connection to ensure participant has been matched to most appropriate pathway – 50%</td>
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<tr>
<td><strong>Recovery Rehousing</strong></td>
<td></td>
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<tr>
<td>Participants housed within 90 days of program enrollment – 80%</td>
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<tr>
<td><strong>Recovery Rehousing</strong></td>
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</tr>
<tr>
<td>Enter at least 1 case management note into HMIS each month for participants after participant has been housed – 85%</td>
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</tr>
<tr>
<td><strong>Recovery Rehousing</strong></td>
<td></td>
</tr>
<tr>
<td>Provider will have begun progressive financial assistance with participant within the first 6 months after participant has been housed – 80%</td>
<td></td>
</tr>
<tr>
<td><strong>Recovery Rehousing</strong></td>
<td></td>
</tr>
<tr>
<td>Program participants will have been transferred to shallow subsidy - this target is calculated based on all program participants – 15%</td>
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## Performance Targets

<table>
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<tr>
<th>Bridge to Subsidy</th>
<th>Details</th>
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<tr>
<td><strong>Performance Target</strong></td>
<td>Participants housed within 90 days of program enrollment – 80%</td>
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<td><strong>Performance Target</strong></td>
<td>Enter at least 1 case management note into HMIS each month for participants after participant has been housed – 85%</td>
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<td><strong>Performance Target</strong></td>
<td>Provider will have begun progressive financial assistance with participant within the first 6 months after participant has been housed – 80%</td>
</tr>
<tr>
<td><strong>Performance Target</strong></td>
<td>Program participants will have been transferred to shallow subsidy – 20%</td>
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<tr>
<td><strong>Performance Target</strong></td>
<td>Coordinate with matcher and/or PSH provider to transition matched participants to PSH – 90%</td>
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Forthcoming Training Opportunities

- Case Management
- Housing Identification & Navigation
- Shallow Subsidy
- Progressive Engagement
- And other topics
Any questions?
Contact Information

Recovery Re-Housing
LAHSA’s Recovery Re-Housing Team
recoveryrehousing@lahsa.org

Problem-Solving
LAHSA’s Problem-Solving Unit
problem-solving@lahsa.org

Finance
LAHSA’s Finance Team
financeprograms@lahsa.org

Contracts
LAHSA’s Contracts Team
contracts@lahsa.org