



BEST PRACTICES in AFFORDABLE HOUSING



HOMELESSNESS

WHO

St. Josephs Villa - Rapid Re-Housing Services

WHAT

Rapid re-housing helps homeless families and individuals obtain permanent rental housing as quickly as possible with short-term financial assistance and integrated support services based on need. Such services include: case management; linking families to community resources; employment training; budgeting assistance; and education around tenant responsibilities. St. Joseph's Villa's Flagler Housing and Homeless Services implemented a rapid re-housing pilot program from 2010 to 2011. Because the pilot program produced better outcomes and reduced costs, the Flagler Home transitioned from a Transitional Housing model to fully implement a Rapid Re-Housing model in 2013.

WHERE



Richmond, Virginia

HOW

The Flagler home re-invented many internal policies and procedures for its transition to rapid re-housing: all job descriptions were re-written and all revenue sources and expenditures were realigned. Flagler staff previewed the new structure and were involved in the development of the program from the start. All staff re-applied for the new positions, were evaluated on past performance and critical skill sets, as well as trained and educated on the values and roles of RRH.

The Flagler Home uses small amounts of financial aid for re-housing needs such as security deposits, and then works with families individually to assess needs and provide the amount of support sufficient from them to maintain housing. After housing is obtained, case workers can more easily address the factors that led to the family's homelessness. Services available upon request include employment training, budgeting assistance, linkage to community resources, education around tenant responsibilities, and mental health support.

Before their transition to RRH 50% of families that came through Flagler Home successfully achieved permanent housing. Since 2010, 97% of Richmond families rapidly re-housed by Flagler have remained in permanent housing to this day. In the Tri-Cities, they have served over 150 households since fall 2011, with 92% still housed. Most rapidly re-housed households receive services for three months, compared to two years in Flagler's original model. This dramatically reduces costs allowing St. Joseph's Villa to serve more homeless families. Before RRH St. Joseph's Villa served 40 families each year, with the new RRH model they have the ability to serve 300.



x 10

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OVER 150 HOUSEHOLDS
SINCE FALL 2011,
WITH 92% STILL HOUSED.**

LEARN MORE: <http://www.neverstopbelieving.org/services/housing-homeless-services/>
http://coanet.org/fileadmin/user_upload/About_COA/Innovative_Practices/St_Josephs_Villa_Case_Study.pdf