



Rapid Re-Housing (RRH) Written Standards

Definition: Rapid Re-Housing (RRH) – 24 CFR Part 578.37

RRH provides short-term (up to 3 months) and/or medium term (3 to 24 months) tenant based rental assistance and supportive services as necessary to help a homeless individual or family, with or without disabilities, move as quickly as possible to permanent housing and achieve stability in that housing.

Access to Rapid Re-Housing (RRH) is through:

- Coordinated Entry Community Prioritization List
- Based on a variety of eligibility criteria including HAT score as shown here:

Scoring with the Homelessness Assessment Tool (HAT)																																																	
Self Resolve			Project Anchor			RRH		RRH or PSH												Is there someone with a disability in the household?										Unlikely																			
											PSH Likely												PSH																										
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40										
Lowest Needs and Vulnerability																																								Highest Needs and Vulnerability									

Eligibility Criteria

- Must meet HUD Definition of Homeless (Categories 1 or 4)
- RRH will be recommended for those who have no other housing resources
- Income is not a barrier, ESG funded projects income cannot be more than 30% of the median income
- Disability is not required

Operational Standards - Standards represent minimum local standards for all RRH programs. RRH providers may have funders who have additional requirements and/or may need to meet standards of the state or local government. In those cases, the more stringent standard applies.

- ☐ Core components required of every RRH program
 - Housing Search:
 - must include a plan to work with landlords to encourage them to provide available units for the program
 - rental units must pass inspection prior to rental assistance being paid to the landlord; for ESG funded programs Housing Habitability Inspection can be utilized; for CoC funded programs HQS (Housing Quality Standards) inspection is required [NSPIRE inspection is required (National Standards for the Physical Inspection of Real Estate)]
 - Rent and Move-In Assistance: must include at least a minimum short- or medium-term rental assistance.



- Each program will determine the average amount and length of time rental assistance is provided and the percentage of rent that participants will pay
- For participants where rent does not include utilities, the amount of rental assistance provided will incorporate the applicable utility allowance, using the metric established by the Rochester Housing Authority to calculate the tenant share of rent. Program participant must be reimbursed for any amount that the allowance exceeds the participant's share of rent.
- Case Management Services:
 - Initial focus is on accessing Permanent Housing
 - Once housing is secured, focus changes to housing stabilization and self-sufficiency;
 - Case Managers will support participants to identify services and providers to support successful recovery and self-sufficiency and will obtain Release(s) of Information for those providers (ROIs), as agreed upon by the participant;
 - Case manager and participant will collaborate to complete the Supportive Housing Assessment (SHA), Acuity Index (AI), appropriate assessment for the assigned non-CoC funded provider, an individualized service plan that details the participant's goals for the program, steps the participant will take to achieve the goals, and services, the case manager will offer to assist in achieving the goals
 - Case manager will strive to complete this with participant as close to program intake as possible, but no later than 30 days after entering permanent housing
 - Case manager will enter the SHA into HMIS and upload the AI into HMIS, for CoC funded RRH
 - Case manager will update these documents as participant progresses through the program, but a minimum of every 6 months.
 - Case management ends when household is no longer imminently at risk of being homeless, 6 months after the last rental assistance is provided, or at 24-months enrollment, whichever comes first;
 - A once per month contact at minimum is required by HUD while participant is enrolled in the RRH program;
 - If participant does not respond to phone calls, case manager will escalate engagement activities-For example: going to the unit, sending out a re-engagement letter, contacting the landlord/property manager and other provider, and checking the Monroe County Sheriff's roster ([Jail Bureau | Monroe County Sheriff](#)), New York State Incarcerated Lookup ([Incarcerated Lookup](#)), and checking local news for information. Participants will not be exited until all avenues are exhausted and documented thoroughly in notes in HMIS.
 - Warm hand-off to mainstream and community-based services should be utilized
- Each participant must have a written lease/rental agreement.
 - ESG funded programs - month to month is allowable;
 - CoC funded programs - initial lease must be for at least one year, that is renewable and terminable by cause
- Program participation is limited to a maximum of 24 months



- ☐ All programs will utilize practices that achieve the outcomes listed below beginning with stable housing as the foundation for maximized self-sufficiency.

Standard Outcomes/Performance Measures

- 93% of all participants will remain stable in RRH or exit to other permanent housing destinations
- 80% or more of adult participants will have non-cash benefits
- 25% or more of adult participants will have employment income
- 45% or more of adult participants increase income from sources other than employment at annual
- 50% or more of adult participants increase income from sources other than employment at exit
- 10% or less of adult participants will have no income
- 20% or more of adult participants will increase income from employment annually and exit
- 92% of participants do not return to homelessness within a one-year period after exit from RRH
- 85% of participants do not return to homelessness within a two-year period after exit from RRH
- 100% of ALL household members will be entered into HMIS within 72 hours of project entry
- 100% of ALL household members will be exited from HMIS within 72 hours of project exit
- 90% of participants will have health insurance
- Average time from program enrollment to moving to permanent housing is (30) thirty days
- Minimum 95% occupancy rate based on the number of units in use at the quarterly HUD PIT Count divided by the number of units requested in your project application (quarterly PIT occurs last Wednesday of each quarter January, April, July and October).
- The time from referral to program entry will be 14-days or less.

Standards approved by RRH Written Standards Committee on 10/02/2025. In attendance: Kim Martin (CCSI), Joyce Lampman (PCHO), Tanya Coulter (PCHO), Sherilyn DiRoma (PCHO), Jon Olsen (SCPO), Lisa Buscemi (SCPO), Sharon Castronova (SCPO), Mark Cuminale (CFY), Sara Martone (VOA), Cheryl Strong (CFY), Darnell Rhodes (Delphi Rise Home Safe), Tree Clemonds (PEH), Heidi Markham (PEH), Carolyn Keyser (PEH) and Jennifer Keys (PEH).

Updated Standards approved by RRH Written standards Committee on 6/30/2026. In attendance: Jaslyn Hamilton, Geovanna Gonzalez, and Alex Acosta (all from Delphi Rise Home Safe RRH), Carol Wheeler (City of Rochester), Tanya Coulter and Joyce Lampman (Person Centered Housing Options), and Kim Martin (CCSI). PEH: Carolyn Keyser, Josiah Lyon, Heidi Markham, and Jennifer Keys.