# Region 16 Risk Mitigation Policy & Procedure

Background
The Region 16 Risk Mitigation Fund (RMF) is a grant received from the Ohio Balance of State Continuum of Care. These funds are intended to serve as a landlord recruitment and engagement tool. This means we utilize the funds either as an incentive for the landlord to take our client or on the back end to preserve our relationship with a landlord when a client has created a situation that caused the landlord loss. These funds are an excellent tool in our toolkit to end homelessness quickly by providing “insurance” to landlords willing to work with our programs.

Any RRH or PSH provider located in Region 16 may access RMF once they have signed a Memorandum of Agreement, attended a training and signed off indicating that they have read these policies and procedures and agree to follow program policies.

## Eligible Activities

The maximum amount of RMF funding that may be provided is 2 times the amount of Fair Market Rent for the county in which the funds are being utilized – with the exception of back rent, which is limited to one month. Fair Market Rents are available at https://www.huduser.gov/portal/datasets/fmr.html. Assistance may only be paid to the landlord – and may not be given to the client. The landlord must provide 3rd party documentation of the costs. This may include receipts, photos, rent logs, copy of utility bills, etc. Landlords may access this fund once per client during or within 3 months of their program stay.

* Payment of an extra security deposit
* Damages to the unit in excess of the security deposit
* Unpaid rent on abandoned units
* Cleaning and pest infestation costs
* Delinquent rent (up to one month)
* Unpaid utilities or rent (to the landlord)

## Announcing the Availability of Funding

All RRH and PSH clients, once approved, should receive multiple copies of the Landlord Benefits Form to distribute to landlords they are considering. A sample press release is included in this packet. Availability of funding should be shared via the newspapers, radio, agency websites and on social media. We must also submit notification when funding runs out. This must take place on the same mediums we advertised the funds availability.

## Prioritization

RMF will go to the families with the longest homeless histories and highest VI-SPDAT scores. Given two households with the same barriers, the one with a Veteran or survivor of domestic violence will be served first. The RMF Coordinator will make the region aware when funding is becoming limited to help Case Managers set realistic expectations for landlords. For example, should there only be $1,000 left and two households present, the landlord serving the household with the greatest barriers and longest homeless histories would receive the payment up to 2 times the FMR. Only whatever is left would be available to the other landlord.

## Process

Landlords must make requests directly to the agency which served the client with RRH or PSH funding. Case Managers can access the applications that are available on the HCRP webpage https://www.cacfayettecounty.org/homeless-crisis-response-program/.

The Case Manager will assist the landlord with the RMF application process and ensure the attachment of 3rd party documentation, the client’s lease, and a purchase order request form detailing the amount requested. The Case Manager should complete the form with the landlord on the phone or in the office.

If the client is still working with the RRH or PSH Case Manager, the Case Manager will meet with the client to develop an updated Housing Stability Plan to address the issue. This may mean budgeting, general life skills, connections to community resources, etc. If the client is not still working with the Case Manager, the Case Manager must submit their documentation of attempts to reach the client via 3 different methods (door knocking, letter, text, email or phone call). These attempts will simply be documented in a case note. The Housing Stability Plan or case notes documenting these attempts must be attached to the PDF document along with the landlord’s application, claim, client lease, 3rd party documentation and a completed purchase order. These are then uploaded in the HMIS in the client’s electronic record.

The Case Manager will email the RMF Coordinator, Dreama Brown, indicating the HMIS client ID number and the amount and purpose of the RMF funding being requested. No personally identifying information may be included in this email!

The RMF Coordinator will go into HMIS, access the application, and submit an approval or denial within 72 hours of receipt of the application via email. The approval or denial will not include any client personally identifying information. Once an approval has been received, the partner agency must go into HMIS and enter the RMF payment into the client record. A check request for the purchase order will not be remitted until the RMF Coordinator verifies the entry into HMIS.

## HMIS Requirements

To document the provision of RMF assistance on behalf of a client household, HMIS End Users should do the following:

1. In HMIS, look up the client record for whom the RMF assistance was provided
2. Follow the *Coordinated Entry Workflow*in ServicePoint.
3. Follow step 8 of the Coordinated Entry Workflow to document provision of RMF via the Services Feature
4. End users should not make changes to the Service Provider identified
5. To report on number and type of services provided, end users select the Service Type *Risk Management Services TP-2100.6000-700* for the Service, and *Risk Mitigation* for the Funding Source.
6. End users must enter the Amount of funds spent and record a separate Service for each transaction.

## Lack of Funding

Once the funds get low and when we are completely out of funding, Case Managers are required to notify current landlords about the impending lack of availability of funding. This is best accomplished by maintaining an internal database of current landlords. The database should include: landlord or business name, primary contact name, address, phone number and email. Case Managers must submit this list to CAC every 3 months prior to our regional meeting to show that it is being maintained. Notification must also take place wherever the agency notified the public of the availability of funding.

## RMF Checklist

[ ]  Memorandum of Agreement – any agency in region 16 wishing to utilize RMF must complete a MOA.

[ ]  Landlord Tracking Form – any agency using RMF must track the names and contact information of any landlord receiving information regarding the availability of funding. This will ensure proper notification if/when funding is gone.

[ ]  RMF Application & 3rd Party Verification

[ ]  Participant Lease

[ ]  Housing Stability Plan or Case Notes showing 3 attempts to contact

[ ]  Completed Purchase Order

[ ]  Email completed documents to RMF Coordinator, Dreama Brown @ dbrown@cacfayettecounty.org