

**Introduction:** The City of Long Beach Housing Services Plans consist of three (3) documents that are essential for providers participating in the Rapid Rehousing program. These plans are mandatory for city providers. Providers can utilize the provided forms or similar ones to effectively capture information throughout various phases of case management. Providers must ensure that each plan is uploaded into the participant's HMIS file as per the City of Long Beach requirements. Access to these plans can be obtained from the City of Long Beach Document Library. Link: [Document Library \(longbeach.gov\)](https://longbeach.gov/document-library)

**Phase 1: Housing Search Plan:** Providers must ensure that this plan is completed when they begin working with participants to help them find suitable and viable permanent housing. It is expected that providers will meet with participants every week to review and update this plan. The plan must be updated weekly (with a new date) and uploaded into the participant's HMIS file.

**Phase 2: Housing Retention Plan:** This plan will be used and updated as the providers work with participants after they are housed, with the goal of helping participants exit to permanent housing within 24 months.

- The plans should be regularly reviewed and updated during monthly home visits to ensure they reflect the current needs and progress of the participant.
- Provider staff should conduct a comprehensive review of the plan with the participant every 90 days to assess if new goals are necessary. This review also provides an opportunity to acknowledge accomplishments or address any lack of progress. During this review, the participant and program staff will review the amount of rent the participant will pay towards their rent based on their progressive assistance plan.
- If a significant change or crisis occurs before the 90-day review, the plan should be promptly adjusted to meet the participant's changing circumstances and needs.
- During the housing retention phase program staff should continuously assess participants needs to determine if the participant will be able to retain current housing and/or need to explore other housing opportunities such as Affordable Housing, Low-income housing, Tax Credit Housing, Senior Housing, transferring to Permanent Supportive Housing (PSH)
  - \* Program staff are strongly encouraged to proactively search for housing opportunities, including Affordable Housing, Low Income Housing, Tax Credit Housing, and Senior Housing, from the beginning of the housing search process. It is important to consider the option of transferring to Permanent Supportive Housing (PSH) as part of this housing search process, and this should be done no later than the housing retention phase.

**Phase 3: Transition Plan:** The main goal is to help participants transition to stable permanent housing upon exiting the program. It is crucial to begin the transition plan as soon as the program staff and participant have discussed a timeline for the participant to move into permanent housing. This process should start no later than 6 months after the participant has been permanently housed.

Transition planning should be clearly documented with dates and timelines to ensure that participants understand the program is time limited. Additionally, there must be a plan for their housing independence.

- The Transition Plan should be reviewed at least every three months or as needed, especially when there are significant changes or circumstances to address.
- While the program has a maximum duration of 24 months. By month 12, staff should have a good idea of whether the housing placement will be successful. If it becomes clear that the participant will not be able to maintain their housing independently, the provider and participant need to focus on finding a more suitable housing option. This could involve finding a housemate, referring to a shallow subsidy program, getting on an affordable housing waitlist, obtaining a housing voucher.

**Talking Points for RRH Staff**

<b>Housing Search Plan</b>	<b>Retention Plan</b>	<b>Transition Plan</b>
<p>The Housing Search Plan is a valuable tool for guiding the housing search process. The information gathered from this document will help us identify the best housing options that will meet your immediate needs.</p>	<p>Now that you've been housed, our goal is to help you stay housed long-term. We'll work on a plan to figure out what you need to maintain your housing, and we'll review it monthly to see how we're doing and to make any necessary changes as things shift for you.</p>	<p>Before you exit the program, we need to discuss the resources and referrals available to help you with housing once you're on your own. We'll review the different housing options we've explored, and compile a list of resources and contacts to assist you with housing after you've completed the program. Seeking support early can help ensure that you can maintain stable housing.</p>
<p>I understand that you may feel uncomfortable answering some questions. If that's the case, you have the option to skip or refuse to answer those questions. However, please keep in mind that choosing to skip or refuse to answer questions could potentially make it more challenging for the case manager to identify suitable housing that meets your immediate housing needs.</p>	<p><b>Here are some sample talking points to help guide a discussion for setting goals:</b></p> <ol style="list-style-type: none"> <li>1. <i>Reflecting on your past housing experience, what were the key factors that led to you losing your housing?</i></li> <li>2. <i>What does stable housing look like for you?</i></li> <li>3. <i>What do you feel needs to change in your situation to help you avoid losing your housing?</i></li> <li>4. <i>In what ways can your family, friends, and support system contribute to and support your transition into a new living situation?</i></li> <li>5. <i>What kinds of skills or education would you like to pursue to improve your financial stability?</i></li> </ol>	<p><b>Here are some sample talking points to help guide a discussion for Transition Planning:</b></p> <ol style="list-style-type: none"> <li>1. <i>You have paid your rent on time for X out of X months while in the program.</i></li> <li>2. <i>You have paid up to X% of your monthly rent.</i></li> <li>3. <i>You increased your monthly income by securing employment or benefits. you were referred/ connected to the following resources...</i></li> <li>4. <i>Who do you turn to for support when you're facing challenges?</i></li> </ol>
<p>We're here to help you find housing as quickly as possible. That's why we'll meet every week to check on your progress and make any adjustments to your housing plan. Does this approach work for you? Let's figure out the best days and times for our weekly review.</p>		
<p><b>After completing the Housing Search Plan:</b> Is there any crucial or important information about your housing search plan that we haven't talked about?</p>		