

RRH to PSH Transfer Packet

Detailed Guidelines

This document contains information to help you use the RRH to PSH Transfer Packet.

OVERALL PURPOSE

This packet is used to:

- Assess whether the participant needs the intensity of services available in Permanent Supportive Housing (PSH), and
- Verify that the participant meets HUD's chronic homelessness and disability criteria.

The packet has **two required parts**:

- **Part 1: RRH to PSH Housing Needs Assessment** (need for ongoing support)
- **Part 2: Chronic Homelessness Verification** (HUD PSH eligibility)

A transfer can only be approved when **both** parts are complete and accurate.

GENERAL PREPARATION

Before you start, gather:

- Records of HMIS history and shelter stays
- Case notes on housing stability (rent, neighbor issues, lease violations)
- Hospitalizations, jail, treatment episodes (if known)
- Any disability documents already on file (SSA award letter, doctor's letters, etc.)

Plan to complete Part 1 WITH the participant:

- Use the assessment as a discussion of their housing needs, strengths, and worries.
- Emphasize this is about identifying what support will help them stay housed.

Use objective information

- Assess the participant based on observed behaviors, documentation, and consistent patterns, not likelihood of future behaviors or single events.

KEY TERMS FOR CHRONIC HOMELESSNESS TIMELINE

- **Continuous homelessness:** An individual has been homeless without a break for at least 12 consecutive months.
- **Episodic homelessness:** An individual has been homeless on 4 or more separate episodes in the last 3 years, and the total time homeless across those episodes is at least 12 months.
- **Episode:** A period when an individual was experiencing homelessness (e.g., living in a place not meant for human habitation such as street, encampment, shelter, vehicle, train station, etc.)
- **Break:** Breaks in homelessness are defined by:
 - A stay of 7 or more consecutive nights in non-homeless living situations (including a friend or family member's home, a hotel paid for by the client, couch surfing, etc.).
 - Stays in institutional facilities such as hospitals, medical care facility, jail, etc., for 90 days or longer.

PART 1: RRH TO PSH HOUSING NEEDS ASSESSMENT

Part 1 was designed to help assesses a participant’s need for support. We are identifying participants who cannot maintain housing—even with a subsidy—without intensive, long-term wraparound services. The tool is intended to support case managers in determining whether a transfer to PSH is appropriate at this time for the participant.

You can also use the suggested language section on page 5 of this document to help explain the transfer process to participants, as well as potential next steps.

Pages 3-4: Assessment

Header information:

- Enter applicant name, HMIS #, your name, agency, and email.

Assessment table:

- **One score per row:** For each criterion (each row in Sections 1–5), read the Stage 1, Stage 2, and Stage 3 descriptions and decide which one best matches the participant’s experience in the program so far.
- **Enter the stage number:** In the “Scale (1–3)” column, write the number of the chosen stage (1 = Stable/low barrier, 2 = Moderate risk, 3 = High risk). Do **not** mark more than one stage per row.

Page 5: Action Plan & Next Steps:

- **Rank the four options (1–4):** Based on the assessment scores and clinical observation, assign 1 = highest priority and 4 = lowest.
- **Document participant preferences:** Ask and check “Yes/No” for (a) wanting ongoing supportive services and (b) willingness to accept an SRO/efficiency; If “No” to SRO, check all applicable reasons and briefly describe any “Other.”
- **Sign and date:** Review choices with the participant, then sign and date the section as the staff completing the plan.

WHAT TO DO NEXT:

After completing the assessment, make sure the participant does not have any remaining questions. Based on your assessment and your joint decision with the participant about appropriate next steps, you can either:

- begin exploring other housing pathways with this participant, or
- proceed to complete the transfer request to PSH.

If you are proceeding with a PSH transfer request, please continue by completing **Part 2**.

PART 2: CHRONIC HOMELESSNESS VERIFICATION

Pages 6 and 7 are the core forms that must be completed for every applicant. They guide you to:

- Confirm that the applicant has a **qualifying disability** (Page 6), and
- Build a **homelessness timeline** that meets HUD’s chronic homelessness criteria (Page 7).

The remaining pages are **attachments (I–IV)** that provide different acceptable methods to document disability and homelessness. **You do not need to use every attachment.** Instead:

- Use **Page 1** to decide which **disability verification method** you have or need (SSA letter, licensed provider form, or temporary verification) and then complete only the matching attachment.
- Use **Page 2** to see which parts of the homelessness timeline are already covered by **HMIS or existing third-party records**, and then use **Attachment III (third-party)** and/or **Attachment IV (self-certification)** only for the gaps that still need documentation.

Page 6 – Disability Verification

- **Fill in basics:** Complete applicant info, HMIS/other ID, your contact info, and household type.
- **Confirm qualifying disability:** Check ALL three boxes (long-term, impedes independent living, improved by housing) only if you know this is true.
- **Select diagnosis + documentation:**
 - Check all disability types that apply (mental health, SUD, physical, etc.).
 - Choose ONE documentation method (Attachment I, SSA award letter, or temporary Attachment II) and ensure it’s attached.

Page 7 – Evidence of Current & Long-Term Homelessness (Timeline Table)

- **Build the timeline:** In the table, list episodes and breaks in reverse order (most recent at top), showing at least 12 months within the last 3 years.
- **Complete each row:** For each episode/break, mark the type, enter start/end dates, months, description/location, and check which verification you’re using (HMIS, 3rd-party, or self-cert).
- **Add totals and pathway:** Sum the months of homeless episodes; then check whether the participant meets Continuous (12+ months) or Episodic (4+ occasions, 12+ months), and sign/date.

WHAT TO DO NEXT:

After filling out the first two pages of part 2, assess which types of verification you will need to gather for your participant. Based on the participant’s history, you will select which attachments will need to be completed.

GUIDING THE CONVERSATION



Talking about housing transfers can be stressful for participants. We developed these optional scripts to support you in framing the conversation positively and clearly.

1. Explaining the "Why"

"We want to make sure you're in the kind of housing that will work best for you now and in the future. Some people who start with Rapid Rehousing find they need more ongoing support, and some do well with less support. We'll work together using this assessment to see what fits your needs."

2. Describing RRH vs. PSH

Rapid Re-Housing (RRH): *"The project that you are in now is called RRH. Here, we help you move into a home quickly and pay for some or all of your rent for a while. This help is temporary; it's meant to help you get steady so you can keep the place on your own or with other help later."*

Permanent Supportive Housing (PSH): *"PSH is long-term housing that combines rental assistance with supportive services. In most PSH programs, you can decide what types of support services you want. You will have a case manager who checks in with you regularly for the whole time you are in the program. Check-ins are usually once a month or so. In RRH, we also check in with you, but support in PSH may last longer. "*

3. Clarifying How the Transfer Process Works

"If you are eligible and we all agree you need PSH, I'll submit a request. If the request is approved, you will be placed on a waitlist. Once an opportunity comes up, the housing agency will contact you. Most PSH units are located in a specific building. What this means is that it is likely that you might not be able to choose the location, or you might not be able to stay in your current apartment. Because there are limited housing resources, a transfer to PSH is not guaranteed, even if we submit a request. So, while we wait, it's very important that we keep working together on other housing options as well. This gives you more possible paths to stable housing, not just PSH."

4. Explaining What Happens If PSH is Declined

"You can say no to an opportunity, but this will likely decrease your chances of getting housed, because a new opportunity might take a while to come up again, and there's a risk your time in this RRH program might end before you are transferred. If it turns out you don't need or want PSH, there are still other ways I can help you, like exploring CHA and other waitlists or finding affordable apartments."

5. Checking for Understanding (Teach-Back)

"It's important you understand this process and I want to make sure everything I shared was clear. Can you tell me in your own words what will happen if you're approved for PSH, and what choices you have?"