**BUFFALO RAPID REHOUSING PROGRAM
Introduction & Service Agreement**

Dear Participant:

The Buffalo Rapid Rehousing Program (BRAP) is a demonstration project through the City of Buffalo. Through a competitive process, the city selected a team of agencies to work together to develop the details and implement this program. The team of agencies include: 2-1-1, Buffalo City Mission, Catholic Charities, Crisis Services, Housing Opportunities Made Equal (HOME), Homeless Alliance of Western New York (HAWNY), Matt Urban Center, Neighborhood Legal Services, and the Salvation Army Shelter for Women & Children.

The goals of the program are (1) to reduce shelter time by assisting you to secure housing as quickly as possible, and (2) provide support services that help to eliminate any barriers to maintain housing. These services may include ***limited*** financial assistance, budgeting help, linkage to educational services, medical services, or help in securing employment. The financial assistance may include moving, storage, apartment application fees, security deposits, paying a portion of your rent and utility assistance. It should be noted however, that all other resources must be exhausted before accessing BRAP funds. Keep in mind that the financial assistance is very limited.

Case management services may be provided anywhere from 8-12 months depending on your needs. Limited support telephone services through 2-1-1 will be provided for an additional six months once case management services end.

Program guidelines are attached to help you understand what you can expect from the program and what is expected of you from the program. Ultimately, clear communication between you and your case manager is essential to maximizing the benefits from this program.

Good luck in the program! We look forward to working with you.

Sincerely,

Case Manager
Agency Name & Address

**BUFFALO RAPID REHOUSING PROGRAM**

**\* \* SERVICE AGREEMENT \* \***

***MEETING WITH YOUR CASE MANAGER***As a program participant, you are required to meet with your case manager at least once per month. Typically however you will meet with your case manager, especially in the beginning, more frequently. Initially, you and your case manager will develop a Housing Stabilization Plan which includes identifying barriers to maintaining housing and a plan to overcome these barriers as well as limited financial assistance. Your Housing Stabilization Plan will be updated every other month at which time you may be asked to supply updated information, e.g. household income, employment status, etc. Your case manager will provide you with community resources you may access to help eliminate any identified barriers.

***TENANT’S RIGHTS & RESPONSIBILITY WORKSHOP***Neighborhood Legal Services is providing a Tenant’s Rights & Responsibility & Benefits Review Workshop to all participants of the BRAP program. You are required to attend one of the workshops while you are still in shelter as long as it does not prevent you from exiting the shelter rapidly. If you find housing before a workshop is available, you must attend after you are housed. You may attend any one of the following workshops, which are held at Belmont Housing Resources of WNY, 1195 Main Street (at the corner of Dodge) on the following **Wednesdays at 10:30 am**.

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| --- | --- | --- | --- |
| **7-10-137-24-13** | **8-7-138-21-139-4-13** | **9-25-13****10-9-13****10-23-13** | **10-30-13****11-13-13****11-27-13** |

***RENTAL OBLIGATION***Once you and your case manager have developed a budget (which is part of the Housing Stabilization Plan), you will likely be required to pay a portion or all of your rent directly to your landlord on the due date specified in your lease. Keep in mind that this program does NOT pay rental arrears. Not paying your rent, may be grounds for program suspension or eviction by the landlord.

***LEASE VIOLATIONS***Continued & deliberate destruction of property, or continued community disruptions may result in program warnings or suspensions. Please be sure to thoroughly read the Termination/Grievance Policy. Your case manager can mediate any disputes you may have with your landlord, or call upon our partners at Housing Opportunities Made Equal or Neighborhood Legal Service for their expertise and support.

***TERMINATIONS/SUSPENSIONS/WARNINGS***

**TERMINATIONS:**

In the event of a 30-day Notice of Program Termination is received, your rent will be paid for that 30-day period. The amount paid, is the amount last agreed upon in your Housing Stabilization Plan budget. All terminations may be appealed – see Grievance Procedure. The following is a list of terminable offenses.

* However, the assault of an employee of the BRAP collaborative employee is cause for **immediate termination** and **NO FURTHER FINANCIAL ASSISTANCE WILL BE PAID**.
* Fraudulent statements and/or documents in order to gain benefits or eligibility into the program may result in termination. This includes deliberately not reporting all household income. A 30-day notice of termination will be issued.
* Conducting criminal activity in your apartment may result in termination from the program. Such activity would be confirmed by a conviction, or the case manager or other employee of the BRAP collaborative witnessing such activity that would put the employee at risk of harm. A 30-day notice of termination will be issued.
* Threatening or menacing case manager or other BRAP collaborative partner may result in termination from the program. A 30-day notice of termination will be issued.
* Client has received three warnings and/or suspensions, or a combination may result in termination from the program. A 30-day notice of termination will be issued.

**SUSPENSIONS:**

The issuance of financial assistance requires an agreement and participation of both the client and the case manager. A lack of participation may impact the case manager’s ability to issue financial assistance. In other words, if you do not meet with your case manager, the rental payment plan cannot be determined.

Suspensions will be in writing and provide a 30-day notice of when the financial assistance will be suspended as long as financial assistance had been previously arranged. If it has not been previously arranged, the last month’s rental amount that was agreed upon will be issued as long as funds are available.

The following are suspension examples:

* Failure to meet with case manager concerning determination of financial benefits may result in a program suspension. You are required to meet and participate with your case manager at least one time per month.
* Failure to provide income information or participate in budgeting assistance.
* Failure to follow through on securing resources, including employment, public benefits, education or training opportunities.
* Continued lease infractions such as damage to apartment property, menacing, community disruption, etc.

All suspensions may be appealed. See Grievance Procedure.

**WARNINGS:**

Warnings do not immediately impact financial assistance and may not be appeal. It is recommended however that you respond to the Warnings in writing because after three (3) warnings, a Program Termination may be issued. Written statements refuting the Warnings will be critical during a Termination review. The following are examples of **Warnings:**

* Refusing to meet with case manager
* Refusing to provide income information in a timely manner
* Continually missing or cancelling schedule appointments with case manager
* Continually missing or cancelling referral appointments

***GRIEVANCE PROCEDURE***You have the right to appeal any decision that terminates you from the program, or suspends your financial assistance. Written warnings are not grounds for appeal, however, you should respond in writing if you disagree with a warning, and keep record of the warning because after three warnings, you may be terminated from the program. Please refer to the Grievance Procedure for more detail. If you have any questions concerning this, feel free to ask your case manager or his/her supervisor.

***CONTACT INFORMATION***

 Your Case Manager is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Organization/Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Case Manager’s Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***CONFIRMATION OF RECEIPT***

**Name (Print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**