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# The HCV Connect

Tools, tips, and updates to help with HCV Program administration.

December 2021

Dear Reader,

*As we approach the end of the year, I would like to reflect on all the hard work and accomplishments we have achieved this year. HUD sends a warm thank you to each and every one of you. We know that you work tirelessly to house families across our country. It is your hard work that keeps the Voucher program successful.*

*Have a safe and happy holiday season,*

*Steven Durham,  
Director of Office of Housing Voucher Programs*

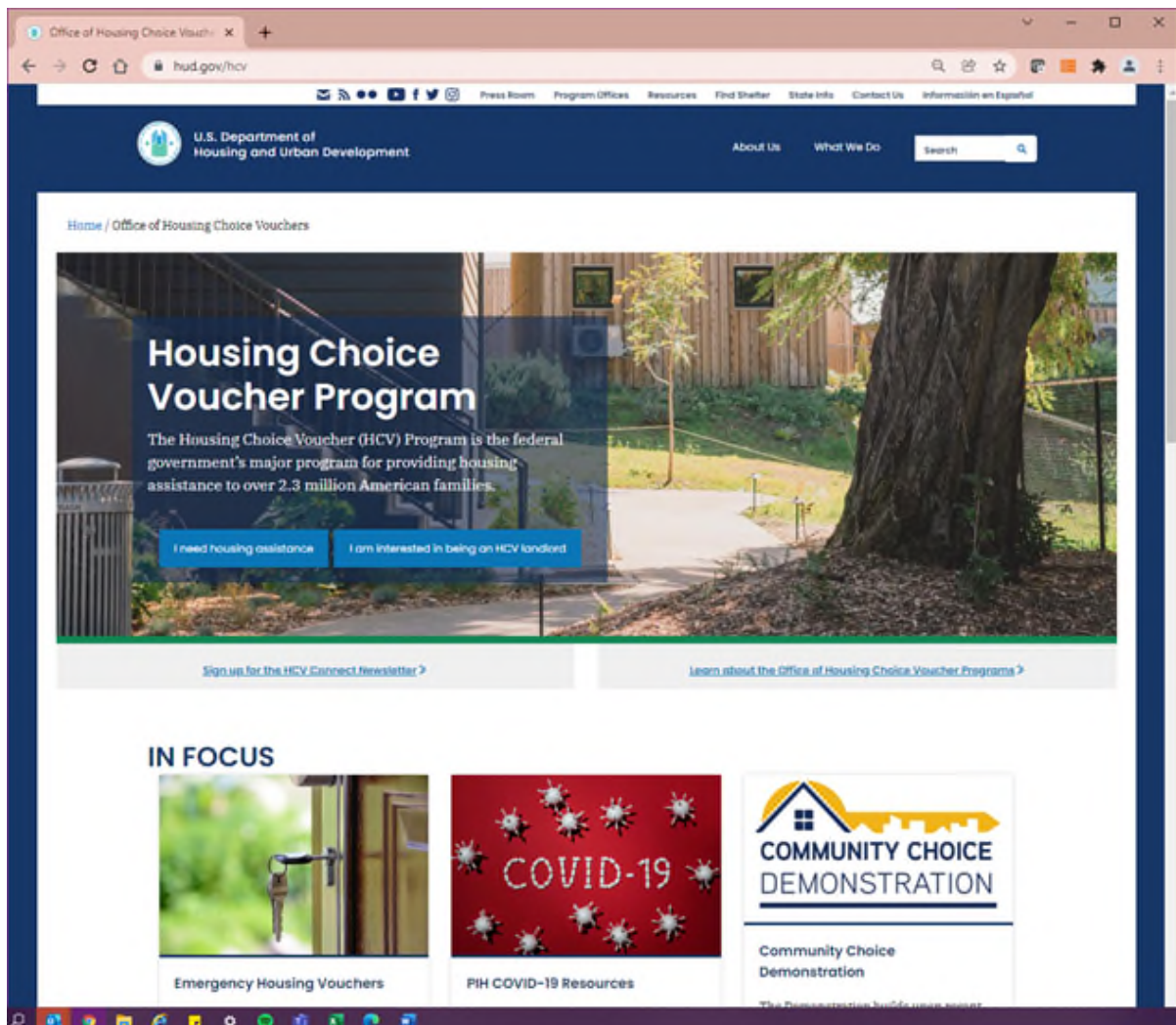
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## ANNOUNCEMENTS

### Website Update

HUD's main HCV page may look a little different the next time you visit! The Office of Housing Voucher Programs reorganized the page and its contents with an intention to make it easier for you to find the information you're looking for.

[Click to check out the new page www.hud.gov/hcv](http://www.hud.gov/hcv)



If you can't find what you are looking for, or if you have suggestions for additional website updates, please email [HCVwebsite@hud.gov](mailto:HCVwebsite@hud.gov)

## New Landlord Resources

The remaining components of the [HCV Landlord Strategies Guidebook for PHAs](#) were published on the HUD Exchange earlier this month.

This includes:

- The chapter “**Choosing the Right Strategies for Your Community**” that assists PHAs in considering which strategies in the guidebook may be most impactful given the PHAs specific circumstances;
- The chapter “**Landlord Focused Customer Service**” that provides in-depth information about options for enhancing customer service practices ranging from dedicating a staffing position to landlord

relations to accepting unit listings to assist landlords in marketing their vacant units, and

- The insert “[Entry Points Into the Guidebook](#)” that provides major take-aways and lower-hanging fruit for PHAs that do not have capacity to engage with the larger Guidebook.

[Click to view the complete Guidebook here](#)

## **New Notice with Expedited Regulatory Waivers**

On December 9<sup>th</sup>, HUD published [Notice PIH 2021-34](#). The notice advises PHAs that they may apply for certain regulatory waivers that were originally offered as part of the CARES Act waivers on an expedited basis. Additionally, the notice includes a new waiver that can be approved on an expedited basis.

**Certain PHAs may request a waiver to go up to 120% of the published fair market rent (FMR) or small area fair market rent (SAFMR) for their HCV program.**

We encourage PHAs to take advantage of these expedited waivers.

## **CARES Act Waiver Reporting Tool**

HUD issued [Notice PIH 2021-33](#) to gather information on the CARES Act waivers that PHAs adopted during the pandemic. PHAs are asked to report on which waivers they implemented and the date the waiver was adopted. Instructions on completing the form can be found [here](#).

**PHAs must complete a submission by December 20, 2021, even if they did not implement any waivers.**

[Click to complete the CARES Act Waiver Reporting Tool \(CAWRT\) Form](#)

## **HUD and HHS Launch Housing and Services Resource Center**

HUD and the Department of Health and Human Services (HHS) [announced](#) the launch of the [Housing and Services Resource Center \(HSRC\)](#), a website that brings together a wide variety of federal resources and guidance on both housing and services that support community living.

Through the HSRC, HHS and HUD will offer webinars, develop and disseminate new technical assistance resources, facilitate peer-to-peer learning and launch a learning collaborative.

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## EVENTS AND TRAINING

### HCV Utilization Webinar –

### Payment Standard Waiver and Two-Year-Tool Overview

It's a new calendar year and a new opportunity to hit your HCV program utilization goals!

Please join us on **Wednesday, January 12<sup>th</sup> from 12:30 to 1:30 pm Eastern** to learn some best practices to set your HCV program up for success in 2022. We will highlight the new expedited waiver made available in [Notice PIH 2021-34](#) that will allow most PHAs to increase their payment standard up to 120 percent of Fair Market Rent (FMR). We will also present a live demonstration of the Two-Year Tool (TYT) and provide examples of how the TYT can help you fully utilize your HCV program funds. (This webinar is intended for all HCV program administrators.)

[Click Here to Register](#)

### Improving HCV Leasing Success Webinar

On November 9<sup>th</sup> HUD hosted a webinar for HCV program administrators, PHA leaders, and other HCV program stakeholders to discuss HCV program tools for improving leasing success. The webinar provided suggestions for PHAs such as adjusting payment standards, adopting Small Area FMRs, improving landlord engagement, and expanding the supply of units by project-basing units.

[Click to view the Improving HCV Leasing Success webinar](#)

### HCV Utilization Training: Financial Management and Best Practices

HUD recently finished posting a series of webinars which highlight best practices in HCV program administration.

[Visit HUD Exchange](#) to view all five webinars, which include:

- Budget and Cost Allocation
- VMS and Cash Management
- HCV Administrative Plan Leasing Best Practices
- Strategies to Maximize Use of Special Purpose Vouchers
- Strategies to Align Voucher Use with Community Needs

[Click to view the Financial Management and Best Practices webinar series](#)

## Landlord Focused Customer Service

On November 4<sup>th</sup> HUD hosted the sixth webinar in the HCV Landlord Participation Webinar Series. The webinar provided an overview of the “Landlord Focused Customer Service” Chapter of *the HCV Landlord Strategies Guidebook for PHAs*. It featured three PHA leaders discussing their agency’s experience intentionally providing customer service in a manner that positively impacts landlords’ experiences with their programs.

[Click here to view the “Landlord Focused Customer Service” webinar](#)

[Click here to download the presentation materials](#)

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## TOOLS

### HCV Utilization Tool Update

As a special holiday surprise, the Two-Year Tool now contains a nested Two-Year Tool (TYT) for the Emergency Housing Voucher (EHV) Program. The EHV TYT, found in “Access Additional Tools”, contains the usual suspects of tabs, including “Projection Analysis”, and the FMC cash management tab. It also includes a referral tool to assist PHAs when working with COCs. In many ways, this addition is similar to the Mainstream nested TYT, in that it is *not* a part of the usual projection information, as it is a separate program with separate units and funding.

Additionally, on the “PUC.RB Analysis” tab, a user will now see information related to subsidy standards and how other PHAs in the “peer group” of the PHA in question relate on average people per voucher bedroom (subsidy standard) and, relatedly, average units bedrooms per voucher bedroom (overhousing).

The Two-Year Tool. Accept no substitutes.

[Click here for HCV Utilization Tools](#)

## **EHV Dashboard**

If you have not accessed the EHV Dashboard, we encourage PHAs, CoCs, and other EHV stakeholders to view the dashboard for EHV performance metrics. The dashboard can be accessed via the direct link provided below or through the [EHV website](#).

[Click to View the EHV Dashboard here](#)

HUD held a dashboard demonstration during the most recent EHV office hours and the recording is now available.

[Click to View a Demo of the EHV Dashboard](#)

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