Emergency Housing Vouchers: Partnerships for Success

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 - Passcode: 609253
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Welcome and Introductions

- Welcome
 - David Vargas, Acting Associate Deputy Assistant Secretary, Office of Public Housing and Voucher Programs
- Technical Assistance Providers
 - Technical Assistance Collaborative (TAC)
 - Today: Liz Stewart and Lisa Sloane
 - Corporation for Supportive Housing (CSH)
- Today's Presenters & Panelists
 - Karen Romero, Freedom Network USA
 - Monica McLaughlin, National Network to End Domestic Violence
 - Mark Thiele, Houston Housing Authority

Overview of EHV Training Series

Date/Time	TA Topic
May 11 3-4pm EDT	EHV Program Overview
May 12 2:30pm - 4pm EDT	EHVs for CoCs
May 13 3pm - 4:30pm EDT	Partnerships for Success
May 18 3pm – 4:30pm EDT	Strategy for Targeting EHVs and Related Resources
May 20 3pm – 4:30pm EDT	Pairing Services and EHVs
May 25 3pm – 4:30pm EDT	Coordinated Entry and EHVs
June 1 3pm – 4:30pm EDT	Making the Most of EHV Waivers

Poll – Who is Listening in Today?

- Public Housing Agency (PHA)
- Continuum of Care (CoC)
- Victim Service Provider (VSP)
- Other

Overview

- Emergency Housing Voucher program has a number of unique features that sets it apart from the regular HCV program. PIH Notice 2021-15 outlines these differences
 - Waivers and alternative requirements allowed by EHV and CARES Act statutes
 - New requirements and opportunities
- Notice includes the requirement that PHAs partner with the Continuum of Care (CoC) or other homeless or victim services providers to assist qualifying families through a direct referral process
- This required partnership is the focus of today's webinar

Today's Agenda

- EHV Partnership: Requirements
- EHV Partnership: Benefits
- Required MOU: Deeper Dive
- Partnerships: Lessons Learned
- Partner Perspectives
- Q+A with HUD

EHV Partnership: Requirements

Overview of EHV Partnership Requirements

- Required partnerships with the Continuum of Care (CoC) and other organizations for direct referrals and services
 - PHAs must work with community partners to determine the best use and targeting for EHVs along with other resources available in the community
 - PHAs must enter into a Memorandum of Understanding (MOU) with their community's CoC to establish a partnership for the administration of the EHVs
 - All referrals for EHVs must come through the CoC's Coordinated Entry (CE)
 System or from a Victims Services Provider
 - CoCs are responsible for determining whether the family qualifies under one of the four eligibility categories for EHVs

Work with Partners to Target EHV

- PIH Notice 2021-15 outlines four target populations
 - Homeless;
 - At-risk of homelessness;
 - Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking; and
 - Recently homeless, as determined by the Secretary, and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability
- To ensure that the EHVs assist families who are most in need, PHAs are required to work with community partners to determine the best use and targeting for the vouchers along with other resources available in the community

Work with Partners to Target EHV

- Where the PHA and the referral agency partners are contemplating local preferences for the EHV waiting list, HUD strongly encourages PHAs and their partners to consider designing preferences that take into consideration the comparative health risks that Covid-19 poses to the subgroup of families eligible for EHVs (e.g., individuals or families living in environments where practicing social distancing or taking other preventive measures may be particularly challenging)
- Strategies for making these determinations and advancing equity will be covered in the May 18th webinar

Partnership Memorandum of Understanding

- Notice requires that the PHA must enter into a Memorandum of Understanding (MOU) with the CoC to establish a partnership for the administration of the EHVs
- The primary responsibility of the CoC under the MOU is to make direct referrals of qualifying individuals and families to the PHA
- PHAs that agree to accept an allocation must enter into an MOU with a partnering CoC within 30 days of the effective date of the ACC funding increment for the EHVs

Partnerships with the CoC and/or VSPs for direct referrals

- PHAs must accept referrals for EHVs directly from the CE System
- Accepting direct referrals from the CE System will help ensure
 - Eligible families are able to get assistance quickly
 - Eliminate the administrative burden on the PHA regarding the determination as to whether the family meets the definition of a qualifying individual or family for EHV assistance

Partnerships with CoC and/or VSPs for direct referrals

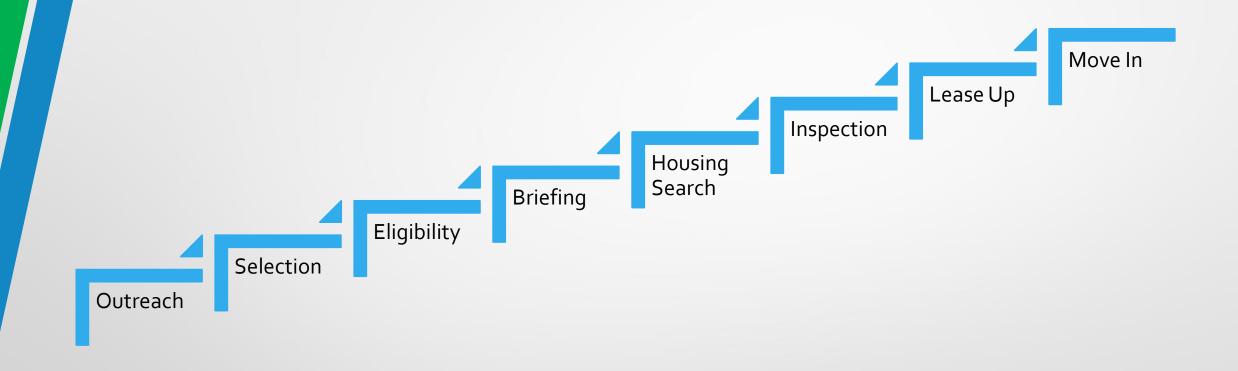
- The PHA must also take direct referrals from outside the CoC CE system if:
 - (1) the CE system does not have a sufficient number of eligible families to refer to the PHA, or
 - (2) the CE system does not identify families that may be eligible for EHV assistance because they are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking
- In those instances the PHA must enter into a partnership to receive direct referrals from another entity such as a Victim Services provider (VSP) or antitrafficking service provider or another homeless services provider
- Alternatively, the partnering referral agency may be added to the MOU between the PHA and CoC

Partner CoC Primary Responsibilities

- Partner CoCs are responsible for determining whether the family qualifies under one of the four eligibility categories for EHVs
- In general, the verification that the individual or family meets one of these four eligibility categories is conducted by the CoC or another partnering agency that makes direct referrals to the PHA
- The CoC or other direct referral partner must provide supporting documentation to the PHA of the referring agency's verification that the family meets one of the four eligible categories for EHV assistance

EHV Partnership: Benefits

From Outreach to Move-In



Implementation Challenges

- Target population face challenges
 - Extremely low-income no resources for move-in costs
 - Difficulty accessing necessary documentation
 - Lack of transportation
 - Face discrimination based on race, ethnicity, disability, familial status
 - Face challenges due to poor tenancy history and/or criminal record
- Rental markets pose challenges
 - Tight rental markets
 - Markets with poor quality housing stock
- CoCs and other community partners can help address and overcome these challenges and barriers and lead to more effective implementation

Community Partners Help Address Barriers

- Help participant secure required documentation and complete paperwork
- Support participant understanding of program and responsibilities
- Assist with housing search including landlord outreach/engagement
- Assist with move-in costs
- Coordinate services or referrals to services such as health, behavioral health, etc.
- Provide on-going tenancy supports and services

Potential Partners

- In addition to the CoC and VSPs, potential partners include:
 - Homeless service providers
 - Population specific service providers, e.g. mental health providers, centers for independent living
 - Landlord associations
 - Affordable housing developers
 - Legal services
 - People experiencing homelessness
 - Culturally specific organization such as YWCAs, Urban Leagues, CDCs, local NAACP chapters, communities of faith
- HUD recommends CoCs and PHAs seek a diverse range of supportive services by partnering with organizations trusted by people experiencing homelessness in the target populations

Application

- Partners can assist eligible applicants in completing the paperwork
- Partners can assist eligible applicants in securing necessary documentation within required timeframes
- Partners may also support applicants through the application process and attend meetings with applicants and PHAs to aid individuals and families through the admissions process.

Briefing

- Partners can attend, participate in briefing
- Partners can help to ensure the EHV participant understands the PHA requirements and their responsibilities as a program participant and as a tenant

Housing Search

- Notice requires PHAs ensure housing search assistance is made available to EHV families during their initial housing search.
- Housing search assistance may be provided directly by the PHA, CoC, or another partnering agency or entity
- Partners can
 - Assist in identifying rental opportunities that meet participant needs and preferences
 - Provide transportation to view units or arrange for remote viewing
 - Assist participant to complete rental applications
 - Assist participant to negotiate with owners including appeals and requests for reasonable accommodations

Landlord Outreach and Engagement

- PHAs and CoCs both likely to have landlord relationships
- Opportunity to increase units through new landlord relationships
- Collaborate to reach new landlords through apartment and multifamily housing associations
- Collaborate with state housing agency to reach Low Income Housing Tax Credit properties

Outreach and Engagement Tools

- Develop joint messaging and outreach materials such as flyers
- Co-lead landlord outreach events
- Develop and share worksheet or database with housing opportunities
- Check out the HUD PIH HCV Landlord Resources webpage

Home / Program Offices / Public and Indian Housing / PIH / Office of Housing Choice Vouchers / HCV Landlord Resources HCV LANDLORD RESOURCES The housing choice voucher (HCV) program is the federal government's primary program for assisting very low-income families, the elderly, and persons with disabilities to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the HCV tenant, participants are able to find their own housing, including single-family homes, townhouses and apartments. Housing choice vouchers are administered locally by public housing agencies (PHAs) that receive federal funds from the U.S. Department of Housing and Urban Development (HUD) to administer the HCV program. This means that the tenant, landlord and PHA all have obligations and responsibilities under the HCV program I am a Landlord and I Want to... Resources for PHAs to Increase Landlord **Participation** Learn more about the HCV Program Landlord Participation Research and Studies HCV Fact Sheet for Landlords | Spanish Version Steps to Become an HCV Landlord | Spanish Version Myth-busting and Benefits for HCV Landlords **HCV Landlord Strategies Guidebook for PHAs** Flowchart of HCV Lease Up Process for Landlords

Know how much rent will I receive

Move-In

- Partners may have funds to assist participants with application fees, security deposits, utility deposit, and to pay utility or rent arrearages
- Partners may have relationships to secure new or used furniture and other necessary household items
- Partners can assist the household to move into the unit including paying for truck rentals, moving companies, and/or storage.
- Partners can help orient the new tenant to the unit, property and neighborhood

Services and Supports

- CoCs and other partners are encouraged to offer or make connections to supportive services for families that are referred to the PHA, including, but not limited to, short- or long-term case management
- The specific services that the CoCs will provide to individuals or families referred for the EHV program must be outlined in the MOU with the CoC

Service Fees

- PHAs can use services fees provided through the Notice to "fill the gaps" and support those activities that are not already or sufficiently supported in the community – through the CoC or otherwise
- It is important that the PHA collaborate with the CoC and any other partnering agencies in designing its menu of uses for the services fee funding

Service Fees

Service fees can cover four main components

- 1. Housing Search Assistance
- 2. Security Deposit/Utility Deposit/Rental Application/Holding Fees
- 3. Owner-related uses
 - Owner recruitment and outreach
 - Owner incentive and/or retention payments
- 4. Other eligible uses
 - Moving expenses
 - Tenant-readiness services
 - Essential household items
 - Renters insurance, if required by lease

Use Services Fees Strategically

The PHA is strongly encouraged to consult with its CoC and its other homeless services/victim services referral partners in establishing which activities it will undertake in support of EHVs and any parameters or requirements regarding the application of those activities

EXAMPLE

The PHA is working with several direct referral partners and one partner is able to provide security deposit assistance and the other is not. The PHA may provide security deposit assistance for direct referral families from the latter agency but not for families who are already eligible for and receiving security deposit assistance from the partnering agency

Community Partners Help Address Barriers

- Every CoC and community has a different capacity and many are already immersed in addressing COVID and homelessness in their community
- An important early step is to assess the PHA, CoC, VSP and other community organizations capacity to provide the services and supports necessary to effective EHV program implementation – specifically for the community's EHV target population

Step-by-Step Capacity Assessment

- 1. PHA/CoC/Community identify target population(s)
- 2. Identify other stakeholders with skills/funds/expertise
- 3. Name tasks necessary to assist identified population from outreach to move-in
- 4. Identify organizational capacity to execute tasks
- 5. Identify gaps (staff, funding, capacity)
- 6. Determine how to fill the gaps service fees or other resources



Community Partnership Strategy

Task	PHA	CoC	VSP	Homeless Service Provider	Other Service Providers	Landlord Association	Lived Experience Committee	Other
Application								
Briefing								
Housing Search								
Move In								
Services/ Supports								

Poll:

How would you describe your current PHA-CoC relationship

- Meet and communicate regularly
- Meet or communicate as needed
- Occasionally communicate
- No communication

Poll:

How would you describe your current PHA-VSP relationship

- Meet and communicate regularly
- Meet or communicate as needed
- Occasionally communicate
- No communication

Poll

Choose the top 2 EHV challenges that your partners could help with?

- Finding eligible applicants
- Securing required documentation from applicants
- Finding interested landlords
- Participants identifying units that meet PHA requirements
- Participants getting housing search assistance such as transportation or help negotiating with landlords
- Move-in assistance such as security deposits or household items
- ☐ Support services
- Other (tell us in the chat box)

MOU: Deeper Dive

MOU Timing

- PHAs are not required to have the memorandum of understanding (MOU) in place with the CoC at the time they accept the allocation
- PHAs that agree to accept an allocation must enter into an MOU with a partnering CoC within 30 days of the effective date of the ACC funding increment for the EHVs
- The effective date of the ACC for all EHVs will be July 1; therefore the signed MOUs are due July 31

MOU Minimum Requirements

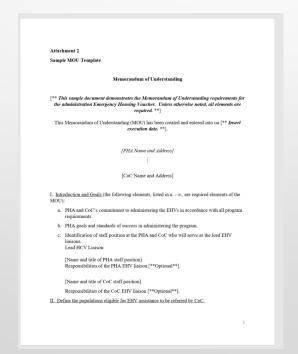
- The PHA's and CoC's commitment to administering the EHVs in partnership
- The goals and standards of success in administering the EHVs
- The staff position for each organization that will serve as the lead EHV liaison
- A statement that all parties agree to cooperate with any program evaluation efforts undertaken by HUD, or a HUDapproved contractor, including compliance with HUD evaluation protocols and data sharing requests

MOU Minimum Requirements (cont.)

- The specific population eligible for the EHV assistance that will be referred to the PHA by the CoC or other partnering referral agency
- The services, including financial assistance, that will be provided to assist EHV applicants and participants and who will provide them
- The roles and responsibilities of the PHA and CoC, including but not limited to the CoC making direct referrals of families to the PHA through the CE system

Sample MOU

- Notice provides a sample MOU template
- See Notice 2020-15 Attachment 2



MOU Amendments

- The MOU can be amended over time to reflect changes in how the program is implemented
- More implementation detail may develop over time

Partnerships: Lessons Learned

Partnerships - What Works!

- Meet regularly, and as often as needed
 - Likely need more regular meetings to get program off the ground
- Establish clear roles and responsibilities
 - MOU should reflect these
 - Identify a single Point of Contact for each partner
- Engage in level setting
 - Don't assume your partners know what is important to you
- Set goals, e.g. specific timeframes and metrics
- Track goals, e.g. using a shared spreadsheet
- Expand partnerships as needed to meet needs of participants

Partnerships: Partner Perspectives

Speakers

- Karen Romero, Freedom Network USA
- Monica McLaughlin, National Network to End Domestic Violence
- Mark Thiele, Executive Director, Houston Housing Authority
- Jessica Preheim, Coalition for the Homeless, Houston

PARTNERING WITH ANTI-TRAFFICKING SERVICE PROVIDERS



NUANCES OF HUMAN TRAFFICKING

- The majority of anti-trafficking service providers are not housing providers.
- Most anti-trafficking service providers are not connected to CoCs or PHA's.
- Lack of familiarity with voucher processes by service providers.
- Lack of familiarity of human trafficking from PHA's and CoCs.



OPPORTUNITIES FOR COLLABORATION

- Connect with anti-trafficking providers in your community
 - Office for Victims of Crime (OVC) grantees: https://ovc.ojp.gov/matrix-ovc-funded-human-trafficking-services-grantees-and-task-forces
 - OVC awards by state: https://ovc.ojp.gov/states
 - Domestic Victims of Human Trafficking Program: https://www.acf.hhs.gov/otip/map/domestic-victims-human-trafficking-program-grantees
 - Trafficking Victims Assistance Program: https://www.acf.hhs.gov/otip/map/trafficking-victim-assistance-program
- Establish relationships
- Invite and include service providers to the table



Connect

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Freedomnetworkusa.org



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National Network to End Domestic Violence

- Connect with your state's Domestic Violence and Sexual Assault Coalitions (see links in chat)
- Connect with your local and your culturally specific VSPs
- Check out the National TA Safe Housing Partnerships framework (see link in chat)



Houston Housing Authority

May 13, 2021







MISSION

To improve lives by providing quality, affordable housing options a promoting education and economic self-sufficiency

VISION

To become the premier provider of quality, affordable housing in Houston

COREVALUES

Service Trust Progress It is hard to argue that housing is not a fundamental human need.

Decent, affordable housing should be a basic right for everybody in this country. The reason is simple: without stable shelter, everything else falls apart.

-Matthew Desmond-



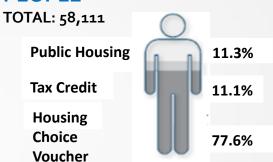
BIG Agency

AVAILABLE UNITS

Voucher

TOTAL: 23,171 **Public Housing** 13.0% **Tax Credit** 8.7% Housing 75.9% Choice

PEOPLE



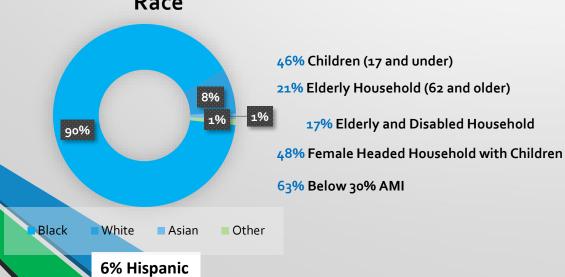
Housing Choice Voucher

Average Income: \$14,225 Average Monthly TTP: \$333

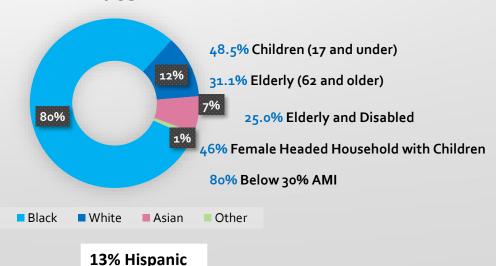
Public Housing

Average Income: \$11,989 Average Monthly TTP: \$281

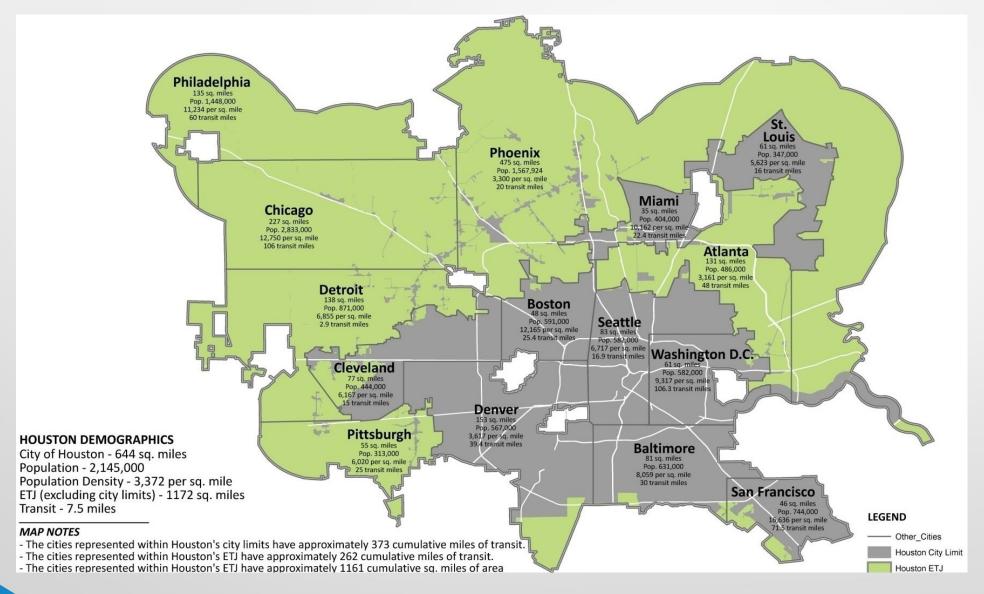
Race



Race



BIG Jurisdiction



San Francisco, Denver, Baltimore, Cleveland, Pittsburgh.....

BIG Challenge 1

12.3% of Houston's Units are Subsidized



Note: Subsidized units are owned by a public housing authority or receive a government subsidy (voucher, etc.) or some other rent reduction that requires income verification.

Source: American Housing Survey, 2015

EMILY M. ENG / THE SEATTLE TIMES

BIG Challenge 2

	Summary # level	Program label	Program	Sub- program	Name	Code	Subsidized units available	% Occupied
	1	4 Summary of All HUD Programs		1 NA	New York City Housing Authority	NY005	269589	92
	2	4 Summary of All HUD Programs		1 NA	Chicago Housing Authority	IL002	73370	90
	3	4 Summary of All HUD Programs		1 NA	PUERTO RICO PUBLIC HOUSING ADMINISTRATION	RQ005	6556	5 94
	4	4 Summary of All HUD Programs		1 NA	Housing Authority of the City of Los Angeles	CA004	5789	1 88
P	5	4 Summary of All HUD Programs		1 NA	NYS Housing Trust Fund Corporation	NY904	49773	3 90
	6	4 Summary of All HUD Programs		1 NA	NYC Dept of Housing Preservation and Dev	NY110	3829	7 98
	7	4 Summary of All HUD Programs		1 NA	Philadelphia Housing Authority	PA002	35513	84
	8	4 Summary of All HUD Programs		1 NA	Michigan State Housing Development Authority	MI901	30560	89
	9	4 Summary of All HUD Programs		1 NA	Los Angeles County Development Authority	CA002	28280	93
	10	4 Summary of All HUD Programs		1 NA	Housing Authority Of Baltimore City	MD002	2763	5 85
	11	4 Summary of All HUD Programs		1 NA	MIAMI DADE PUBLIC HOUSING AND COMMUNITY DEV	FL005	25892	2 89
	12	4 Summary of All HUD Programs		1 NA	Boston Housing Authority	MA002	25652	2 93
	13	4 Summary of All HUD Programs		1 NA	STATE OF NJ DEPT. OF COMM. AFFAIRS	NJ912	24110	98
	14	4 Summary of All HUD Programs		1 NA	D.C Housing Authority	DC001	2383	4 78
	15	4 Summary of All HUD Programs		1 NA	Cuyahoga Metropolitan Housing Authority	OH003	23772	2 93
	16	4 Summary of All HUD Programs		1 NA	Housing Authority of the City of ATLANTA Georgia	GA006	2313	7 84
	17	4 Summary of All HUD Programs		1 NA	Housing Authority of the City of Dallas Texa	TX009	2307	1 80
	18	4 Summary of All HUD Programs		1 NA	Department of Housing & Community Development	MA901	2270:	1 98
	19	4 Summary of All HUD Programs		1 NA	Houston Housing Authority	TX005	2144:	1 96
	20	4 Summary of All HUD Programs		1 NA	Housing Authority of New Orleans	LA001	20323	3 94

BIG Opportunity

Emergency Ho	ousing Vouchers Award	
	Cambusat	

Initial Award Amount	Effective Date	Contract Term	Number of Units
\$7, 630,956	7/1/2021	18	771

HHA Occupancy

1				
	Subsidized units		Number of	Subsidized Unit
Year	available	% Occupied	people: total	Occupied
2020	21,441	96%	51,243	20,583
2019	21,230	99%	53,213	21,018
2018	20,934	99%	53,167	20,725
2017	20,943	99%	53,492	20,734
2016	20,838	100%	53,699	20,838
2015	20,860	96%	52,389	20,026
2014	20,921	98%	54,190	20,503
Average	21,024	98.1%	53,056	20,632

7-year Average Subsidized Units Available: 21,024

7-year Average Occupied Units: 20,632

7-year Average Occupancy: 98.1%

7-year Average Number of People Served: 53,056

BIG Outcomes 1





The Houston goal
was to house 100
chronically
homeless
Houstonians, at
least 60 of whom
are veterans, in 100
days. We called it
"100 in 100"





BIG Outcomes 2



BIG Team















































THE HOUSING

CORPORATION





















Healthcare for the

Homeless





Houston Becomes Largest U.S. City to Effectively End Veteran Homelessness





In 2015, Houston effectively ended veteran homelessness!

Over 35 local agencies collaborated to build a nationally-recognized response system

Housed over 3,650 homeless veterans in just over 3 years

Have resources to house every homeless veteran (or those at risk of homelessness) in Houston, Harris, Montgomery and Fort Bend Counties

21,000+ Homeless Housed!!!

(54% reduction in homelessness)



Community COVID Housing Program (CCHP)

Bridge to Permanent Supportive Housing

12-Month Rapid Re-housing

Diversion

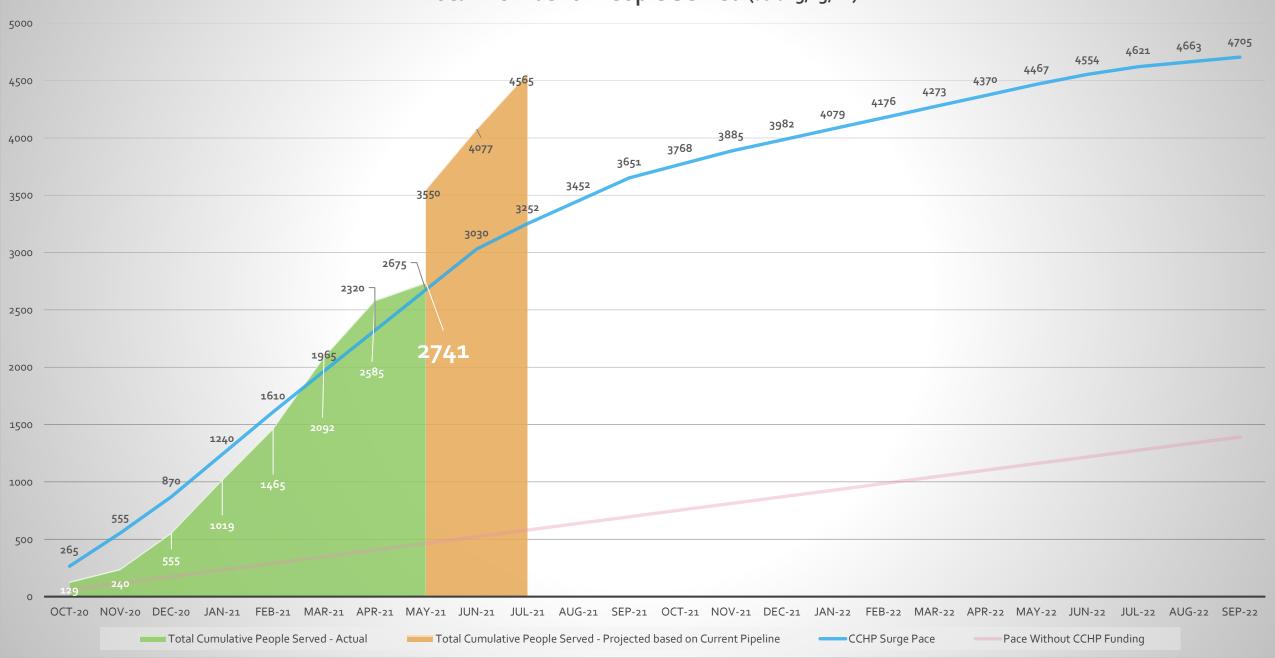
Auxiliary/ Social
Distancing
Emergency Shelter

Mental Health Case Management Enhanced Street
Outreach

PSH Housing Preservation

Serve 5,000 people by Sept. 2022

The Way Home System Performance Using CCHP Funding Total Number of People Served (as of 5/13/21)



Q and A with HUD

HUD Staff

- April Ryan, SNAPS Specialist, HUD CPD
- Caroline Crouse, Senior SNAPS Specialist, HUD CPD
- Ryan Jones, Deputy Director of the Housing Choice Voucher Management and Operations Division
- Jerrianne Anthony, Housing Program Specialist, HVMOD
- Emily Warren, Housing Program Specialist, HVMOD

Next Steps - What to Do Now

Action	Timeframe
Respond to HUD's invitation	ASAP but no later than May 24
 PHA and CoC and other community partners determine the best use and targeting for the vouchers PHA and CoC discuss roles and responsibilities for EHV implementation, identify and reach out to other key community partners, establish infrastructure for program implementation, identify gaps and how to address Review sample MOU and/or existing PHA-CoC MOU and adapt for EHV 	Now!
Signed MOU due to HUD	By July 31

Reminder- Next Webinar

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June 1 3pm – 4:30pm EDT	Making the Most of EHV Waivers

Resources

PIH Notice 2021-15: https://www.hud.gov/sites/dfiles/PIH/documents/PIH2021-15.pdf

HUD EHV webpage: https://www.hud.gov/ehv

EHV Email Box: EHV@hud.gov

Continuum of Care – HUD Exchange: https://www.hudexchange.info/programs/coc/

PHA Contact Information:

https://www.hud.gov/program offices/public indian housing/pha/contacts

CoC Contact Information: https://www.hudexchange.info/grantees/contacts/

PIH HCV Landlord Resource Page:

https://www.hud.gov/program offices/public indian housing/programs/hcv/landlord

CoC and PHA Collaboration: Strategies for CoCs to Start the Partnership Conversation:

https://www.hudexchange.info/resource/4486/coc-and-pha-collaboration-strategies-for-cocs-to-start-the-partnership-conversation/

Thank you!