Emergency Housing Vouchers: Partnerships for Success

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Webinar Logistics

• This is session is being recorded. The recording will be posted to the HUD Exchange.

• All participants are muted. If you are having trouble connecting your computer audio, you can call in using the following information:
  • +1 646 558 8656
  • Webinar ID: 950 0632 2493
  • Passcode: 609253

• Please submit your questions in the Q&A box

• If you are having technical issues, please send a chat message to Laura Harris
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

<table>
<thead>
<tr>
<th>Date/Time</th>
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<tr>
<td>May 11 3-4pm EDT</td>
<td>EHV Program Overview</td>
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<tr>
<td>May 12 2:30pm - 4pm EDT</td>
<td>EHV for CoCs</td>
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<tr>
<td>May 13 3pm - 4:30pm EDT</td>
<td>Partnerships for Success</td>
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<td>May 18 3pm – 4:30pm EDT</td>
<td>Strategy for Targeting EHV and Related Resources</td>
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<td>May 20 3pm – 4:30pm EDT</td>
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<td>May 25 3pm – 4:30pm EDT</td>
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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
  
  o Homeless;
  
  o At-risk of homelessness;
  
  o Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking; and
  
  o 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 EHV's 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 anti-trafficking 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

- Outreach
- Selection
- Eligibility
- Briefing
- Housing Search
- Inspection
- Lease Up
- 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
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

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<th>PHA</th>
<th>CoC</th>
<th>VSP</th>
<th>Homeless Service Provider</th>
<th>Other Service Providers</th>
<th>Landlord Association</th>
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</table>
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 EHV

• The effective date of the ACC for all EHV 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 EHV in partnership
• The goals and standards of success in administering the EHV
• 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 HUD-approved 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
  • OVC awards by state: [https://ovc.ojp.gov/states](https://ovc.ojp.gov/states)
  • Trafficking Victims Assistance Program: [https://www.acf.hhs.gov/otip/map/trafficking-victim-assistance-program](https://www.acf.hhs.gov/otip/map/trafficking-victim-assistance-program)

• Establish relationships
• Invite and include service providers to the table
Connect

Karen@freedomnetworkusa.org
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
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 -
**Housing Choice Voucher**

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

- 46% Children (17 and under)  
- 21% Elderly Household (62 and older)  
- 17% Elderly and Disabled Household  
- 48% Female Headed Household with Children  
- 63% Below 30% AMI  
- 6% Hispanic

**Public Housing**

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

- 48.5% Children (17 and under)  
- 31.1% Elderly (62 and older)  
- 25.0% Elderly and Disabled Household  
- 46% Female Headed Household with Children  
- 80% Below 30% AMI  
- 13% Hispanic
Philadelphia, Phoenix, St. Louis, Chicago, Miami, Atlanta, Cleveland, Pittsburgh...
BIG Challenge 1

12.3% of Houston’s Units are Subsidized

HIGHEST PERCENT OF SUBSIDIZED RENT

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
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### Emergency Housing Vouchers Award

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### Subsidized Units Available and Occupied

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<th>% Occupied</th>
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<td>20,838</td>
<td>100%</td>
<td>53,699</td>
<td>20,838</td>
</tr>
<tr>
<td>2015</td>
<td>20,860</td>
<td>96%</td>
<td>52,389</td>
<td>20,026</td>
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<tr>
<td>2014</td>
<td>20,921</td>
<td>98%</td>
<td>54,190</td>
<td>20,503</td>
</tr>
<tr>
<td>Average</td>
<td>21,024</td>
<td>98.1%</td>
<td>53,056</td>
<td>20,632</td>
</tr>
</tbody>
</table>

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

TEAM TOGETHER EVERYONE achieves MORE
BIG Team
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

<table>
<thead>
<tr>
<th>Action</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respond to HUD’s invitation</td>
<td>ASAP but no later than <strong>May 24</strong></td>
</tr>
<tr>
<td>Begin partnering conversations</td>
<td><strong>Now!</strong></td>
</tr>
<tr>
<td>• PHA and CoC and other community partners determine the best use and targeting for the vouchers</td>
<td></td>
</tr>
<tr>
<td>• 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</td>
<td></td>
</tr>
<tr>
<td>• Review sample MOU and/or existing PHA-CoC MOU and adapt for EHV</td>
<td>By July 31</td>
</tr>
<tr>
<td>Signed MOU due to HUD</td>
<td></td>
</tr>
<tr>
<td>Date/Time</td>
<td>TA Topic</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>May 11</td>
<td>EHV Program Overview</td>
</tr>
<tr>
<td>3-4pm EDT</td>
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<tr>
<td>May 12</td>
<td>EHV for CoCs</td>
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<tr>
<td>2:30pm - 4pm EDT</td>
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<tr>
<td>May 13</td>
<td>Partnerships for Success</td>
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<tr>
<td>3pm - 4:30pm EDT</td>
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<tr>
<td>May 18</td>
<td>Strategy for Targeting EHV and Related Resources</td>
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<tr>
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<tr>
<td>May 20</td>
<td>Pairing Services and EHV</td>
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<tr>
<td>May 25</td>
<td>Coordinated Entry and EHV</td>
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<tr>
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<tr>
<td>June 1</td>
<td>Making the Most of EHV Waivers</td>
</tr>
<tr>
<td>3pm – 4:30pm EDT</td>
<td></td>
</tr>
</tbody>
</table>
Resources

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/
Thank you!