

Emergency Housing Voucher Webinar Transcript

0:02:23.9 Arthur: The work that you do every...

[overlapping conversation]

0:02:43.4 Arthur: Are people having the reverberation that I'm hearing?

0:02:48.3 Norm: Yeah, I was hearing the same echo so I think just ask all the presenters here if you could just make sure your cellphone is on mute, I think that would be helpful. And if you have computer speakers if you could turn them down. Right Arthur do you you wanna give it another go?

0:03:17.3 Arthur: Unfortunately I can still hear the... Maybe it's me that's creating the reverberation... Is the reverberation still there?

0:03:33.6 Norm: No now it sounds good.

0:03:36.4 Arthur: Excellent, sorry about that everyone. New technologies. Listen, it's my first time talking to our COCs, so now that we've got hopefully past all of our technical difficulties, I just wanna say thank you for the work you do, working in your communities to strategically plan a response to homelessness. A plan that's designed to end homelessness in your community. So, I'm really thrilled that we're here today. I do want to highlight that since it is my first chance to talk to you, that I'm a person who believes in Housing First, and a person who works with my team in a way that is designed to use evidence-based approaches to end homelessness.

0:04:22.0 Arthur: Not to manage it, not to abate it, but with the goal of ending it, and so I wanted to make sure that people on this call knew that that that's the approach that I have taken, that's the approach I've learned working with some of you in different parts of the country over the last 10 or so years. So that's the approach that this part of the office has taken, I know I share this view with my special needs team members. I'm coming to you at a time when we really, frankly have an abundance of resource. We have an abundance of resource frankly that we haven't seen before, but now is the time to make sure that we're using our policy background to blend those resources together in a way that is tailored to your community and allows you to end homelessness where you live.

0:05:17.1 Arthur: We know that one organization alone can't end homelessness in a community, it takes a partnership, and so CPD is excited to be here and model the same approach that we are hoping you will take in partnering with PIH to introduce emergency housing vouchers which Dave Vargas is gonna introduce in a minute. This collaboration is gonna aid thousands of vulnerable individuals in securing safe and affordable housing, families as well. These emergency housing vouchers provide a real opportunity to make a substantial positive impact in our response to homelessness in this country. With vouchers we can ensure that those most vulnerable have a safe and stable place to live from which they can grow and thrive. COC program's designed to promote community-wide planning and strategic use of resources to address homelessness.

0:06:04.8 Arthur: For the EHV program, COC's will partner with PHA's to coordinate and service this particular population. I had a very similar conversation with all the PHA's, thanks to PIHF today, we're really excited about bringing these two groups of powerful local organizations together. HUD encourages COC's and PHA's to review the local data together, understand how the

vouchers can make the biggest impact in your community.

0:06:34.1 Arthur: Additionally, we'd ask you to analyze local data, assess whether there's certain groups of people, races or ethnicities that are over-represented among people experiencing homelessness, and to think about how their strategies can make sure that we're addressing this inequity. HUD is committed to work with you in partnership, both with you as grantees and in this case COCs, but also internally to make sure we're providing the support you need to effectively implement this program on the ground in your communities.

0:07:04.7 Arthur: We know that you're the place and you are the people who make us strong and so we are gonna be looking to you and listening carefully to your questions today to make sure that we're helping you. Finally, we're extremely excited about this opportunity, and the ways that you can bring together all the resources that Congress is providing to you to end homelessness in your community. It's my great pleasure to, now that I've ended my comments, to introduce Dave Vargas who's gone to great lengths to make sure that we're here today on the advertised schedule and with all the I's and t's, I's dotted and t's crossed to make sure that this gets done. So with no further ado may I introduce Dave Vargas of PIH, to take you to the next step. Dave?

0:07:56.5 Dave: Thank you so much Arthur and thanks to all of you for the opportunity to provide opening remarks on behalf of the office of Public and Indian Housing. So this is an important webinar, I am Dave Vargas, I am the PIH executive responsible for setting up the emergency housing vouchers. This is the start of what I'm expecting to be an ongoing conversation as we bring a new service delivery model to the housing choice voucher program for a special population of homeless families and other eligible recipients of federal housing assistance.

0:08:30.5 Dave: I realize that this is still a challenging operating environment with COVID-19 still very much a part of our daily lives. But for families experiencing homelessness, over the last year, COVID-19 has amplified the need for communities to quickly and safely house these families. Housing people is the best way to help them socially distance, protect themselves and their communities from COVID-19 and improve their overall health and well-being. We know that the single most important action we can take as a nation is to prevent homelessness, is to increase affordable housing resources to these families. So we have \$5 billion in funding, 70,000 vouchers across 696 communities throughout the United States. This is a once in a lifetime opportunity to make a substantial difference in the lives of homeless families and other impacted families throughout the United States, and I am just really, truly excited to be leading the charge for PIH in the implementation of EHV with all of you.

0:09:39.3 Dave: So the Office of Public and Indian Housing is committed to working with PHAs and our continuum of care partners to expand opportunities for individuals and families to access quality, affordable housing, thereby achieving HUD's goal on utilizing housing as a platform for improving quality of life through a Housing First model. Our experience with VASH, Veterans programs, and several disaster assistant programs, which I've had the honor of leading as well for the department, tell us that hard-to-house populations require more targeted supported services and the families that we usually serve under our existing programs need the services. This is where you all come in. EHV provides a unique opportunity to leverage the work that CPD has, for many years, been doing with the continuum of care's service providers in the space of racial equity and helping homeless families, and allowing CoCs to collaboratively examine disparities and take steps to address those dynamics more comprehensively.

0:10:47.4 Dave: Now, on our end, many of our public housing agencies have been at the forefront of addressing homelessness in their communities through partnership with homeless service providers and the continuum of care. This allocation now provides PHAs with the administrative funding to address many of the barriers. You're gonna hear more about that as part of the presentation, but a lot of these barriers to leasing those vouchers for the homeless populations in collaboration with service providers. In addition, the notice that we'd recently published allows PHAs broad waiver authority to provide key flexibilities to vulnerable individuals and households during these challenging times.

0:11:27.4 Dave: Now, we want PHAs collaborating with CoCs. For those of you that already have those relationships built, you're way ahead of the game. Congratulations and thank you for your work. For those who have not yet built those interactions, please start as soon as possible. We will provide technical assistance as needed. For those of you who have challenges in the past developing those partnerships, please try again and do whatever it takes to make it work. If we can be of assistance, please let us know. I wanna encourage everyone to reach out now, the sooner the better.

0:12:02.0 Dave: On a personal note, I wanna thank you for your work. What you do matters. I can tell you, my family and I came to this country over 40 years ago with nothing but the clothes on our back. I'm a former resident of assisted housing. I can tell you from personal experience that your work, your perseverance, your commitment makes a difference in people's lives. Thank you for what you do. And with that, please let... I'm gonna turn it over to Norm Suchar to walk you through some of what's gonna happen with the presentation. So once again, thank you, and Norm...

0:12:37.8 Norm: Great. Thank you so much, David, and thank you Janine and Arthur for your inspirational words. So we're gonna get into the meat of the presentation. And first, I wanna just say, if you have any questions for us, we will have a robust Q&A session at the end of the presentations. We have several people that are on the line, both from HUD's office that operates the voucher program and from HUD's office that runs the homelessness programs, so we're able to answer just about any question we hope that you'll throw at us. So please go ahead and type those questions into the chat window and we will do our best to answer as many of them as we can. In the meantime, we have a great presentation from April Mitchell and Caroline Krause, and they're gonna walk through some of the details and the weedy stuff that is part of the EHV program. So I'm gonna turn things over to you, April.

0:13:38.1 April: Thank you, Norm. And as Norm has said, we have an enormous amount of information to get through and more information to come even after this conversation. What can we say? We've heard from all of our leadership in PIH and in CPD. And as you can see, we've had to blend and work together here at HUD headquarters to put this program together to get it out to you guys as quick as possible. So we're jazzed up about the opportunity and we hope that you guys... After receiving all the information from last week to this week, we hope that you guys are just as jazzed to work together and get this program in the best successful mode as possible. So just a little bit of finding about where does this movement come from. As you all know, COVID-19 has really struck home and amplified a lot of historic and current racial biases and discrimination embedded into our systems. And in fact this program was signed into law to be able to address some of these issues that happened with the pandemic, such as economic issues, public health, state and local government, individual and businesses that were also impacted.

0:14:49.8 April: And so we know by now that COVID has harmed folks in the most horrid ways but we've also seen some positives come out of this process only because we've been able to learn new ways to work. Housing stability has been definitely impacted. Homelessness issues for racial minorities, black and indigenous people, people who are elderly, folks with health problems, especially respiratory problems, has definitely been some of the most harmed. But the great news, and as you can see here from HUD, we are committed to working with CoCs and ESG grantees, and the PHAs to support communities and advancing this effort to be more equitable and to close racial disparity and get folks housed. I'm also working to move my slides at the same time, so bear with me if there's a delay. [chuckle]

0:14:50.4 April: So for our CoCs that are on the line, we welcome you to this conversation. We wanna give a little bit of information about what the emergency housing vouchers are, roll into who's eligible, and then Caroline's gonna give us more information about the key alternative requirements and a bit about equity later on in the conversation. But first up, what are emergency housing vouchers? As we stated, and as David and Janine, Norm, and Arthur stated, the American Rescue Plan appropriated \$5 billion for housing choice vouchers targeted to specific populations that'll allow individuals and families to seek decent and affordable housing. It allows for renewal costs of the emergency housing vouchers, admin fees for administrative costs and other eligible expenses identified within the notice. 70,000 vouchers are awarded to 700 PHAs across the country.

0:16:56.8 April: So you guys who are our CoCs, you know what that means. When we give you all, when we grant that funding out there, it's going, spreading all over the country. And the way these PHAs are allocated in your communities, that is a lot of impact that's gonna be happening out there. So HUD's issued a PIH Notice 2021-15 on May the 5th, so we definitely need you guys to dig into that notice. We know that it's lengthy but there's a lot of great nuggets in there that I think folks will find interesting and will increase your willingness to collaborate with folks. A bit about the sunset provision that's in the emergency housing voucher program, PHAs may not re-issue vouchers to other families after 9/30/2023. So that means that a participant can be using the housing vouchers but after 2023, the voucher cannot turn over to another family and continue on.

0:18:02.5 April: So what populations are eligible? You will find these populations very familiar as we work with our participants on the ground that are 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 for Homes, providing rental assistance will prevent a family's housing instability. So PHAs and CoCs in this program do not have to serve all four eligible populations. The MOU will describe the context and specifics of who the vouchers will serve. We will go into more about the MOUs later on in this webinar but we wanted to put this right up front to let you guys know a little bit about what the parameters are in terms of serving eligible populations.

[pause]

0:19:06.8 April: Caroline, you're keeping me abreast with the slides, aren't you huh? [chuckle] Thank you very much. So in terms of the definitions of homelessness, we thought we would break it down just a little bit more to talk about who are within these populations. So keep in mind that the definition for homelessness is the same in the ESG and the CoC programs throughout this conversation. So for homeless populations, it includes individuals and families who reside in congregate and non-congregate shelters, reside in unsheltered situations and are at imminent risk of

homelessness. Same as for our at risk population. We will be using the same definition as the ESG and the CoC programs. And as you can see on the slide for both of those, there's a link there to go to our definitions of homelessness page just in case you need a little bit more information.

0:20:07.3 April: For at risk homeless, it includes individuals or families who have less than 30% of AMI and or exiting public institution, has moved two times in the past 60 days. It's doubled up because of economic hardships. Unaccompanied youth and children is defined as homeless under another federal definition. Families and children, and youth defined as homeless under the McKinney-Vento Homeless Assistance Act.

0:20:38.4 April: In terms of domestic violence, we are looking to definitely work with our participants who have experienced domestic violence. So individuals who are fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking or human trafficking, these vouchers may additionally be utilized to facilitate an emergency transfer in accordance to VAWA as outlined in the PHA's emergency transfer plan.

0:21:09.0 April: The category of recently homeless or formerly homeless. Recently homeless is for whom providing rental assistance will prevent the family's homelessness or having higher risk of housing instability, includes individual and families who currently reside in rapid re-housing, approaching the end of assistance and may not be able to maintain stable housing, currently residing in permanent supportive housing and participating in a Move On Initiative. Vouchers can be used to help clients who are currently participants in rapid re-housing and permanent supportive housing.

0:21:43.4 April: For rapid re-housing clients, communities may want to look at clients who will not be able to maintain their housing once rapid re-housing assistance ends and needs a bridge to maintain their subsidies. Communities that have a Move On program... I'm so sorry, which transition clients in PSAs who no longer need intensive supportive services into mainstream housing subsidies, they may want to use some of their vouchers for moving on which would then open up permanent supportive housing units for those who need housing and intensive service supports. So as you see, we have included a lot of information about who's homeless, who's eligible, [0:22:36.9] ____ for this program, and now we need to execute. And that's where you guys come in.

0:22:42.9 April: So in terms of partnership, you'll be partnering with your CoCs, the PHAs, through coordinated entry systems in your local area and victim service providers, among loads of other stakeholders. So CoCs will have a critical role in identifying who should receive emergency housing vouchers and referring that individual family to PHAs. Determining targeting, when we talk about how we're going to maneuver and get folks off the streets and into housing, PHAs must work with community partners to determine the best use and targeting for those vouchers along with other resources that may be available in your community. The referrals are gonna come from your current, your coordinated entry system.

0:23:30.5 April: They will not be filled from your PHA current waiting list. All vouchers, like I said, will come from your coordinated entry system or community partners other than the CES in your area. The CoCs are responsible for determining whether a family qualifies under one of the four eligible categories for this voucher program. So as I stated before, we've got a lot more information. Caroline's going to take on the conversation of key alternative requirements within the EVH. Caroline?

0:24:05.8 Caroline: Thanks, everyone. Just to check, you can hear me? Yeah, great. So thanks April so much for covering all of that. I wanna pick up on some of the things that April mentioned in terms of some of the ways that PIH has really worked closely with CPD in defining these vouchers to make the vouchers particularly workable for the population that you all serve. So some of the required key alternative requirements. For these vouchers, there's a requirement that housing search assistance be offered to all clients that receive a voucher. The PHA must ensure that the housing search assistance is made available during the initial housing search.

0:24:45.7 Caroline: And it doesn't need to be provided by the PHA, so it could be provided by the PHA or it could be provided by the CoC, or another partnering agency, either through their own funds or through partnerships with those funds. Additionally, as April mentioned, there's a requirement for direct referrals from the CoCs and other partnering agencies. So the PHAs have to accept referrals from the coordinated entry system in their area. In addition, they may need to... They may accept referrals from victim service providers, particularly when those victim service providers do not participate in the coordinated entry system, as well as allowing emergency transfers into the voucher system.

0:25:29.2 Caroline: Other key alternative requirements. There's a restriction for the denial of admission for criminal background. So for some of the criminal background, such as drug-related crimes, those have been waived. There's also a limited look back for other crimes or other criminal history that limits it to looking back to 12 months. There's also a waiving of the third-party income and citizenship verification at admission. So the participants don't need to be document-ready in order to get issued the voucher or to lease up. Those requirements will come in at a later date. It does not exempt them, the clients, permanently from those requirements but they don't need them immediately to be housed.

0:26:11.8 Caroline: The search term for the vouchers has increased. So I know that's a big issue with a lot of people having a hard time finding housing, and so that has increased similar to the HUD-VASH program. And additionally, PHAs can establish separate payment standards from the regular HTE program, either for the whole area or for certain areas, to encourage new landlords or landlords in certain areas to be able to participate in the programs and hopefully open up new units that will help people find the housing. So next, I wanna just review a few key dates so that everyone's ready for what's coming next.

0:26:47.2 Caroline: So as you probably know, on May 5th, the EHV operations notice was published. That's available on the web page www.hud.gov/ehv. If you didn't get that, we're gonna have it up on the screen during the Q&A as well, so don't worry about writing it down. On May 10th, the EHV allocations were announced. These were announced via a letter to the PHA that went out that introduced how many vouchers they were being invited to administer for the EHV's. That list is also on that same website, www.hud.gov/ehv. You can download an Excel file from there that shows which PHAs in your area will be there. I will say too, we are working on getting a cross-walk published on the HUD exchange that will show you the overlap between CoCs and PHAs, so you'll be able to get an idea of which PHA would fall within your jurisdiction in case you need a reminder on that.

0:27:49.5 Caroline: The next key date that's coming up is May 24th, and that's the date that PHAs must inform HUD on the number of vouchers PHA will accept. So they can tell HUD, PIH specifically if they'll accept all the vouchers, they'll accept some of the vouchers or they'll accept

none of the vouchers. We are all hoping that every PHA says they will be able to accept all of the vouchers. But if a PHA says, is not able to, those vouchers will be re-allocated, I believe within the same state. If possible.

0:28:19.1 Caroline: On July 1st, the Annual Contributions Contract will be the effective... July 1st is the effective date for the ACC updates for these EHV's. And no later than July 31st, the PHA and the CoC must enter into a MOU showing their partnership and coordination for getting clients referred over and into the program. I do wanna encourage everyone, in order to get these vouchers leased up as quickly as possible, we would really encourage people to enter into MOUs sooner than that. I know that there are a number of PHAs and CoCs that already may have MOUs either from mainstream vouchers, moving on, other partnerships, and it may be an opportunity for you to look to see if you can just amend that, if that's a faster process. I do wanna go next into looking a little bit more at the goals of the MOU and what needs to be contained in there.

0:29:10.7 Caroline: So the MOU is a complete statement of the responsibilities of the parties and evidence of a commitment of resources to the EHV program. The notice outlines a list of required components in the MOU and also provides a sample MOU that communities can use as a basis for developing the MOU in their community. The MOU should clearly state the goals of the partnership, who will be prioritized for receiving the vouchers, how referrals will be processed, and who will provide supportive services to the clients. I also want to indicate that it's really a good idea if you have at least one person described by their job title as the key point person, and each person... For each organization that's in the MOU, that'll help with ongoing communication and making sure these partnerships are able to expand.

0:29:57.9 Caroline: So we know that the referral process and the MOU process is not a simple one-to-one relationship. So you'll see by this slide that we have all these nice circles. So at the top is a basic referral process and probably the easiest relationship that you could have. It's a one-to-one relationship where there's one CoC referring clients to one PHA. However, there may be several, there may be instances where there are several CoCs referring clients to the PHA for an EHV, or the CoC may be sending referrals to more than one PHA. In these cases, the key thing to remember is transparency. While HUD is strongly recommending that PHAs enter into MOUs with all CoCs in their geography, HUD's not dictating the format of those MOUs. So in some cases, it may make sense to have [0:30:50.7] ____ or multiple CoCs to one MOU for consistency. That would allow for a more regional approach and perhaps a bit more seamless work with clients and other stakeholders in the community.

0:31:03.5 Caroline: Additionally, in some communities, victim service providers who make referrals outside of the coordinated entry system. In these cases, the MOU between the CoC and the PHA must clearly indicate that the PHA will communicate the referral to the CoC while ensuring the privacy and the safety of the client that is referred from the victim service provider. So I wanted to just address how to start.

0:31:29.5 Caroline: The first thing that everyone should be doing either CoCs or PHAs, is reach out to your partner organizations and start talking about the EHV program, making sure everyone that knows, everyone has received an invitation and has a basic awareness of the program. To set up a meeting with your partners, including any other stakeholders, perhaps some other partners in your jurisdiction. And the beginning discussions should include the following; who has the most need for these vouchers in the community, and what populations will you be directing the vouchers to? Next,

in terms of those populations, what services would be needed to support the EHV families that are referred over? And finally, how can your community ensure that the EHV's are distributed equitably? And that BIPOC EHV families have as successful a housing outcome as non-Black/Indigenous/People of Color EHV families? A lot of acronyms on that, sorry.

0:32:39.4 Caroline: So the first question is, who has the most need in your community, and how will your community determine who should be referred for the vouchers? As April mentioned before, there are four eligible populations for the vouchers, but your community is not required to serve all of those eligible populations. So the beginning discussions between the PHA and the CoC should be looking at who has the most need and who should be prioritized for that housing. To understand that, probably one of the first places you should look is your current coordinated entry system, and if you have a bi-name list in your community, look at that list as well. Also look at other partners that you may have in the community that may know of people that need assistance that perhaps are not included in those at this point. Specifically for victim service providers and for those clients that may be at risk of homelessness, those aren't necessarily populations that the coordinated entry system is collecting at this time, and it may be something that you should be looking at. You also wanna look for agencies running non-congregate shelters to see if there are residents that need to be relocated from those facilities into more permanent housing, especially if those individuals are not in the coordinated entry system.

0:33:55.8 Caroline: And again, you do need to talk to your DV partners, including partners identified by the PHA to define their need as well and to get a better understanding of how many resources may be needed for that population. So the next part of the conversation is identifying services. So each PHA will receive a service fee equal to \$3500 for each EHV allocated to the PHA. The total service fee amount that the PHA receives is not tied to each voucher. Instead, it's a combined total of the services fee that are available to the PHA to design a menu of services that can best address the leasing challenges faced by EHV-eligible families. The service fees can be used for all of the items on the screen, I'm not gonna go through them one by one, and once the fee is allocated to the PHA, that date will be June 1, 2021, so these services can start right away. One thing to remember is that the services fee does go to the PHA. The PHA can use those either to provide the services that are outlined within the Notebook, or they can use it to contract with other organizations to provide those services. So those are definitely something you'll want to work through. Now, the \$3500 fee is not everything that's on the table. There are a lot of funds out in communities that can be used to supplement some of these fees.

0:35:17.1 Caroline: For example, CoC funds can be used to cover certain costs related to testing and referring households to EHV assistance. For example, an SSO-CE grant or a coordinated entry grant may pay for the cost of assessing a household for eligibility and then refer into to the PHA, as well as costs directly related to the CoC's coordinated entry process. To the extent that the household is eligible for ESG assistance, for instance, they're homeless or at risk of homelessness, ESG-CV funds may be used for referrals and housing locations, and other services including outreach, essential services and emergency shelters, rapid re-housing and prevention. These costs will be charged to the program component that the household is eligible for. There are also, in many states, Medicaid funds that may be eligible to provide services, either housing search assistance, incentive fees. The Emergency Rental Assistance program that's being run by the Treasury Department also has eligible services, as well as arrears as possible components. So I think one thing I'd like to see in the chat is what people have been thinking of in terms of services. If there are services in your community that you think may be an eligible, or somewhere to be looking for these

services. Please share it in there now 'cause I think a lot of this too is gonna be...

0:36:37.4 Caroline: We're gonna be working at HUD to make sure that we have a good understanding and direction for communities of where to look for services but there... I think your peers are gonna be great resources as well. And I'm gonna turn it over to April for the last part of the conversation that you should be having in these initial meetings to determine how to ensure equity within the administration of the emergency housing vouchers.

0:37:03.6 April: Thank you, Caroline. So that was a great bit of information. I think you covered a lot for us and I see the chat is blowing up with lots and lots of questions going back and forth, but to round out the conversation with the voucher program, we're gonna talk a little bit about equity. So those of you who have been with us in our programs, in our COVID calls, and things of that nature, we have really tried in CPD and in SNAP to really infuse this conversation surrounding equity. And PIH has been a great partner in this process in really discussing what does equity mean within the homeless sector, but then also how does that translate into PIH's vouchers, and what areas can we really address? So we're just gonna talk about it here for a bit but there will be some follow-up webinars that talks about all of this information and specifically about equity going forward.

0:37:58.7 April: And in terms of equity, it's all about fairness. We wanna ensure that each person gets what each person and population needs. It addresses differences. Racial equity, we feel, is realized, and it's a great quote, "When race can no longer be used to predict outcomes and outcomes for all groups are improved." So in terms of the chart that you see in front of you, we've outlined just a little bit of information here about what can you do to get started in terms of equity in your community, and the first part is convene in a group. We're all convened here, you're gonna go back to your organizations and you're gonna start to convene in groups. When you do so, you wanna include people that are most impacted in your decisions, in your processes and in your policies.

0:38:46.7 April: Folks should be a part of all these areas of development. You wanna include people definitely with lived experience, white people, people of color, young people, LGBTQ-identified folks, and those with lived experienced of homelessness is definitely who you wanna include. Other marginalized populations should be a part of the discussion as well. So you're gonna really hone in on, "Alright, I have my systems in place or maybe I need to develop some systems," but be very inclusive about your processes in doing it, and one way about it is convening your groups. Then you wanna examine the culture and community within your own organization. You will say, "Well HUD, this is gonna take some time. You've got this funding out here in 60 days and you're expecting us to be in partnership in lockstep by July, how are we gonna do that?" One way is just to look around your organization, look around your communities, look throughout your stakeholders and say, "Am I blending everybody who's in my community into this process?"

0:39:52.8 April: And some of the ways to do some foundational setting and to do some baseline training is look at, who's not at the table? If you're looking at your numbers versus looking at your staffing, versus looking at your stakeholders, who is not there that should be there? And you may wanna try some different types of training techniques such as an institutional racism training, some systematic racism training and implicit bias. This training is not to hammer away at personalities and characters but just to have an overall understanding of, what are other factors that I need to include within my decision-making process?

0:40:32.0 April: Other places that you may wanna contract with is organizations that are already

experts in reaching and engaging underserved and marginalized populations, such as the YWCA, Urban League, CDC, local NAACP chapters, Communities of Faith and culturally-specific organizations. It's always a great idea, whenever we've got a historical amount of funding, to really take that opportunity and dive into your community, and see what else you may find. We may find some new models and some new processes that we didn't know about before.

0:41:09.6 April: So we are asked all the time, we put it out there in our NOFAs you guys know we want you to address racial equity, we want you to dive in this, and we've asked you to do some assessments. Well, a lot of the information we get back in questions is, "Where do I start with that?" And the first place you wanna start is analyzing your data. You wanna look and understand what are various dynamics in your community, what does your population look like and really start to mold together a strategy that'll help you attack some of the inequities in your population and in your housing.

0:41:48.8 April: You wanna implement and then you wanna evaluate after that. Implementation, it may look like something that's very hard and challenging but you're gonna take this step-by-step. Although we have loads of funding and hot timelines, and things that we need you to do, you can take the first step in this process and say, "Alright, we're gonna address these types of things and we're gonna implement this one or two, or three things within this process to move ourselves forward." And with our CoCs and PHAs, there's other funding out there that you can infuse some of these very basic steps in as baby steps. After you implement some of your policies and procedures, then you wanna roll back and evaluate, and refine your processes as needed.

0:42:35.3 April: The equity conversation is a very big concern that's out there; folks are not sure. Some people are trailblazers in the realm of using federal funding in a equitable way, but know that we are walking beside you in this conversation, and there's gonna be some more information that will come to you after this webinar. Caroline, I'm gonna turn it back over to you. We've talked about things we want you to do, now let's talk about how we're gonna help you get along with this.

0:43:08.7 Caroline: Thanks, April. So we have a number of webinars coming up that are gonna take a deeper dive into a lot of aspects of implementing the EHV program within your community. So you can see the next one is tomorrow at 3:00 PM, which is talking about the partnerships and how to develop those for the EHV's. After that, we have some on how to target pairing services, coordinated entry and making the most of the waivers or alternative requirements. We really encourage everyone that is able to attend those. You can sign up for... You can register ahead of time for those webinars at www.hud.gov/ehv and they're all listed on there. So we really encourage everyone to attend.

0:43:54.4 Caroline: For further information on EHV's, please check out the website that I have repeated many times, as well as their specific links to the notice and then all of that list of PHAs that are invited to administer the EHV's. Realize that no one can actually click those links right now but they will be live when the PowerPoint slides are posted to the HUD Exchange. As well, if you have other questions, please send those in to ehv@hud.gov. There's a large team of people monitoring that to get you the answers that you need to your questions. But for questions right now, I'm gonna turn it over to Norm.

0:44:36.3 Norm: Thank you so much, Caroline. Thank you, April. So people have been asking questions in the chat window. We're gonna start asking these out loud in a second here. And also,

people have been answering in the background. We will copy and paste this chat window and post a separate document with just the chat window when we post the webinar recording and slides, but before we go to questions, I want to just say a quick word about where we are in this whole thing. I can't overstate or understate enough how huge an opportunity this is and how we've been waiting for this for a really long time, and I hope what you heard in April's and David's, and Caroline's presentation is that we have been listening for the past many years to all the things you all have told us.

0:45:37.8 Norm: I recognize many of the names in this chat window and have heard from you over the years about the challenges to using vouchers and we have tried to address as many of these as we can and to try to just provide as much flexibility, make this work for people experiencing homelessness as much as possible. I do wanna say a quick word and ask that you send a lot of love to a lot of staff people who work really hard to get this noticed out in a short amount of time. You've heard from April and Caroline. There are also a bunch of people from our Office of Public and Indian Housing, Jerry Yan and Mike Dennis, and Ryan Jones, Kathy Yang, are all on the call answering questions and they'll answer some questions out loud too.

0:46:30.6 Norm: But there are a bunch of people who have been really working away at this since the appropriation past and have really, I think, put together a document that we at HUD are very proud of and feel like this represents a huge step forward, both in the way we partner as different offices within HUD and affordable housing, and public housing authority sector in the homelessness world, and we think that this is reflected in this document. So just incredibly excited to move forward with this and very excited about the things you all are gonna do with this. And we wanna... I think you saw from our technical assistance, we wanna support you as much as possible.

0:47:22.4 Norm: So let's jump into our questions. We've got a bunch of questions. So the first one I wanna ask, I'm gonna throw this one out to Kathy. So there were some questions, and I hope you can clarify, about what the deadlines mean. There's the 2023 deadline, there's the 2030 deadline. So if I give someone a voucher July 1st and they use the voucher, how long can they be using that voucher?

0:47:54.4 Kathy: Caroline, can you actually go back to that slide just so that I have it for reference. And I can talk through it. Thank you, Norm. Alright, so I don't think this one is... I think Norm is specifically talking about the sunset, so sunset provision. So, an individual who is housed using an EHV voucher... Yep, right here. So at the bottom bullet, it says EHV Sunset after 9-30-23, so that means a PHA, if they house an eligible family and the family through an EHV voucher, if a family turns over before 9-30-23, they are allowed to re-issue it again to another eligible family; however, after 9-30-23, that voucher is no longer available to the PHA to reissue, and largely, this is part because of this program expires at 9-30-30, which is the second date that Norm mentioned.

0:49:14.3 Norm: But 9-30-23 doesn't mean that people can stop using their voucher then, it just means that if they stop after that day, you can't re-issue it.

0:49:24.3 Kathy: Yes.

0:49:24.8 Norm: But households could theoretically be on until 9-30-2030.

0:49:32.5 Kathy: Yeah. Thank you for making that distinction. If the eligible family is still, if the

voucher was issued before 9-30-23 and the family is still in the unit, they are allowed to remain in the unit until they leave the program.

0:49:48.2 Norm: Great, thank you.

[overlapping conversation]

0:49:51.8 Norm: Great, thank you. Kathy, we've also had a lot of questions about, are people required to use HMIS to track families and households that are served by the vouchers?

0:50:09.1 Kathy: I'm not too familiar with this part of the Q&A. I'm going to reach out to the team for a little help in that.

0:50:21.3 Norm: No worries, yeah, Caroline do you wanna take that one.

0:50:24.8 Caroline: Sure. So we've gotten a number of questions on this, so PHAs are gonna be reporting these vouchers through two systems on the PHA side, which is EMS and [0:50:30.0] _____. There's a whole section of the notice if you wanted to take a look at that, I would encourage you to. In terms of HMIS, they are not... PHAs are not required to enter these vouchers into HMIS, there are a couple of situations that that may be the case for CoCs. The first would be that we are introducing new data standards for coordinated entry that shows the referral to and that would be EHV's is one of the referrals to options within that.

0:51:00.8 Caroline: So those will be coming out, I believe, on October 1st, 2021. I think... William, please correct me if I'm wrong there. The other option is that you are pairing these vouchers with services that are paid for from ESG or CoC, those service, the client would need to be tracked for those services in HMIS; however, if you weren't doing that, there is no requirement necessarily to enter them into HMIS. As always, it would be great if there was some kind of partnership to allow that similar to how some communities are putting HUD-VASH vouchers into HMIS, but it is not a requirement, under the notice.

0:51:36.6 Norm: Great, thank you. So we have a general question here, and I think this is probably the case for a lot of CoCs that... And Caroline, I wonder if you could sort of make some recommendations for communities about if their Housing Authority and the CoC have just not worked together, either because they just haven't tried or more likely, they are just on different pages about what each should be doing. So, what do you recommend for when there's not a great relationship, and obviously that has to change very quickly to be able to utilize these vouchers, so what would you recommend that a CoC do to jumpstart that relationship.

0:52:24.6 Caroline: I think probably always reaching out again and seeing who you can contact, it may be also an idea to reach out to someone else in the community that may have concerns on this, and there are other stakeholders to the council, a political figure that may be looking at trying to make sure that people are housed in the community, but really bringing what you can bring to the table, which is these referrals. I think CoCs are really in a unique position where they have a really good understanding of what services are available, both through the CoC and other funding sources.

0:52:57.8 Caroline: I will say that the money that is out there for ESG-CV, for instance, is a really great way to pair services with these vouchers and ensuring that... I think the other thing to really

show is what the CoC can bring to the table, and what they can bring to the table is that people could be referred and to be ready to apply for the vouchers and get leased up quickly. There are a number of financial incentives and the notice for PHAs to get these vouchers leased and quickly, and I would encourage... And so, it isn't necessarily in the normal voucher program where... I think we have heard of some PHAs saying that it's just financially very tough in terms of very lean margins for the number of administrative piece that they get, and this notice really does bring more incentives to the table for the PHAs as well.

0:53:49.9 Norm: And can you talk about the technical assistance that we... Like how communities could take advantage of some technical assistance to help with this?

0:54:02.5 Caroline: Sure, like we showed in a previous slide there are a number of webinars that are coming up, but we are looking and working closely with PIH to create a robust technical assistance package that will support these vouchers, both on the CoC side and on the PHA side. So really looking at creating that community work, you can always submit a... You can submit a request for assistance in the HUD exchange portal, but we will also be rolling out more robust TA, which will be on the website that I'm not gonna spell out again, I would also see if Gerry and Anthony from PIH has anything to add to that.

0:54:47.8 Speaker 7: No, just to encourage everyone to please go to the website, [Hud.gov/ehv](https://www.hud.gov/ehv) to register for webinars, they are filling up quickly and we would like for everyone to get as much information as possible, so please do so. These webinars will be available on the website after the fact if you are unable to get in.

0:55:12.7 Norm: Great, thank you very much. Mike, I have a question I wanna direct over to you, and then it's about the use of the \$3500 per voucher service fee. We have several different questions. Somebody asked whether you could use it for a landlord mitigation fund, somebody asked whether it can be used to compensate agencies outside of the PHA for their housing search assistance. Can you talk about and try to characterize the types of things this \$3500 per voucher can be used for?

0:55:48.9 Mike: Sure, so, and I think Caroline spoke to this in the presentation as well, but the \$3500, again, is not specific to a particular voucher, it's not that every voucher participating is \$3500 worth of services, it's how we calculate the total amount of services fee that we give to the PHA. And then the PHA, hopefully in consultation with its CoC partners and other referring agencies, is charged with defining or designing a menu of services that most or best, I should say, addresses the needs of that particular community to facilitate the leasing of these vouchers.

0:56:30.1 Mike: So there's a number of different defined eligible uses that the PHA can basically provide with this \$3500, and they can also augment that \$3500 with other EHV administrative fees, however, those fees are also going to have to be used to address the PHAs administrative costs of running the program. So largely, when we're thinking about the design of the fee structure, we assume that the \$3500 was really something that couldn't be used for other administrative costs, really had to be used to facilitate the leasing and to both incentivize and retain owners to participate in the program. Recognizing, as I think some of the commenters have alluded to in the chat, that finding units is one of the major challenges of a tenant-based program, and clearly for the at-risk populations we are trying to serve that these vouchers are targeted for, that becomes a key component of the program.

0:57:34.6 Mike: So of the services that are available, you've seen the notice, it's a list of I think about 12 that break down into about four distinct categories, but housing search assistance is one of the main components of those uses, and it is also required. It's one of the things that the PHA has to offer the family, has to offer housing search assistance. And the PHA again, could do that in-house or it could contract that function out, so it's possible that the PHA could use part or all of that \$3500 to essentially contract out the housing search for the EHVs, or they could do it in-house, it really is dependent on the PHA.

0:58:20.1 Mike: With respect to the question about an owner mitigation fund, or I think I saw something else in the chat where someone said, "Well, could we use some of this money to help owners make minor repairs to bring the units up to HQS?" The answer really is dependent on how the PHA, to the extent that its menu of services includes owner incentive or retention payments, how they structure that use of the fee, so they certainly could structure an incentive program for the owners to say, to the extent that we're gonna provide you with basically a payment to participate in the program that could be dependent on using part or all of that to bring the unit up to HQS initially, that would be something that the PHA and its partners could design depending on what the need is in their particular community.

0:59:21.1 Mike: So again, while the eligible uses are defined, in many cases, they are defined in a way to try and give flexibility to the PHA and its local partners to address the specific need in their community that they see as a critical barrier to successfully leasing these vouchers in an expeditious manner, and to get the program up-and-running. As we say, we're very fortunate in that we received, first and foremost, a lot of resources that the voucher program does not normally have in terms of just pure funding, and also a lot of flexibility in terms of both statutory and regulatory waivers and the ability to create alternative requirements that work in conjunction with CPD. We really tried to put together a program together that would be helping communities try to address the challenges that they face, not just for the voucher program in general but housing these particular populations.

1:00:29.0 Norm: Great. Thank you so much. We have several questions. I'm gonna take this one. We have several questions related to, is there funding available for CoC, additional, either planning funding or other kinds of funding available for CoCs to help engage in this partnership? And I think Michael just talked about the potential for contracting some of the \$3500 fee. Other than that, there isn't other CoC funding available to pair with this.

1:01:05.4 Norm: The coordination with PHAs, that's certainly an eligible activity of CoC planning grants and obviously, current coordinated entry grants can be used. And we also really strongly encourage people to look at how they can use ESG-CV funding, as Caroline mentioned. A lot of these costs of... Not just coordination but some of the coordinated entry or help with housing location and things can be supported with ESG-CV funds. There are also ways... And we'll publish more information about this 'cause it's a little complicated to go into in this webinar, but we'll publish some information about ways you can use CoC grants to help with some of these costs. But there's no new funding source yet to provide to CoCs to help with this.

1:02:11.9 Norm: So we also have a lot of questions... And Ryan, I think I'll turn these over to you, but we have a lot of questions about the PHA admin plans. Are PHAs going to have to amend their admin plan to utilize the EHVs and are they going to have to do that... Are they going to have to

include all this stuff in the notice in their admin plans or is there a simpler version of that?

1:02:41.4 Ryan: Hi, everyone. Thanks for the question. So yes, there are going to be areas where Public Housing Agency is going to have to amend their administrative plan and the notice outlines those areas that are required. But to facilitate and streamline that process so that communities can get moving as quickly as possible in their implementation of the EHV program, there are waivers and alternative requirements available to them so that they can quickly adopt those changes.

1:03:15.4 Ryan: Specifically in notice PIH 2021-14, which is the CARES Act waiver notice, which includes waivers and alternative requirements, HCV-1 is one of the waivers and it specifically allows PHAs to adopt changes to its administrative plan without first having received board approval. So we believe that and some of the other waivers that are available to communities will allow them to adopt and implement the policies, necessary for them to quickly effectuate the EHV program and then move for on a path forward to ultimately getting that board approval as required.

1:04:11.2 Norm: Thank you. So one thing that has also... Some people have also asked is, is there simple language for admin plan changes that that we're gonna be...

1:04:26.9 Ryan: We haven't discussed that. That's actually really... I think we can look into that and we'll be working with our TA providers to try to lift up best practices. And so as we engage with you, the community, we'll be interested to see what language that our communities are adopting so that we can help lift up and share that with you. Of course, each community, there's a lot of flexibility in how communities draft their admin plan, so we'll be deferring to that, but we'll definitely be working to lift up as much as possible, best practices around that, with the understanding that this program is going to look different in each community as each community decides how best to exercise the flexibilities that have been provided to them to implement this program.

1:05:20.2 Ryan: So there isn't going to be a one-size-fits-all approach. This is really a community-determined approach to addressing and ending homelessness in the community, and so what works for one community may not work for others. But we'll do our best to lift up and provide as much information as possible, including in the area of administrative plan, so we'll continue that dialogue.

1:05:51.5 Norm: Great. Thank you. Gerianne, I have a question I want to send your way which is about how you develop an MOU where you have a situation with one PHA and multiple CoCs or one CoC and multiple PHAs. In either of those cases, is there a way to consolidate these MOUs? For example, we have a few state-wide CoCs and could they just do one combined MOU with all the PHAs in their state or we have the same on the other end, you have maybe a PHA that serves the entire state and there are several CoCs? Can they just do one MOU, that one-to-many kind of MOU partnership?

1:06:40.0 S10: Yes. So the notice provides community flexibility over whether or not they'd like to use one and outline roles and responsibilities of each party within the community or if they'd like to have separate MOUs for each partnering agency. Regardless, we're hoping that the MOU will ensure that all parties are aware of their roles and responsibilities, and that it is very clear within the MOU what the policies are that are guiding referrals. So the MOU may additionally address the local protocols and procedures as long as they are consistent and equitable in a clear voucher distribution criteria.

1:07:22.2 Norm: Great, thank you. I'm sure people will greatly appreciate that. So Michael, I wanna toss a question your way about the eligible population groups, and so we have some questions about... So there are four different eligibility categories and so people have questions about, do they have to serve people from all of the eligibility categories? What if all their need is in one of the categories, can they just serve people in those circumstances? Can you talk about how that works?

1:08:00.3 Mike: Sure. So this is a somewhat complicated question, so I'll try to break it down into two parts. First and foremost, the qualifying families, the eligibility categories are statutory, which means the law says that these vouchers are to be used to serve these types of families. So a PHA could not say, "I'm not going to serve Category Four," or, "I'm not gonna serve at risk of homeless families, I'm only gonna serve the people who meet the definition of homeless." The PHA cannot do that. What the PHA can do in consultation with its CoC partner is say, "I'm going to prioritize the use of these vouchers and so to the extent that I'm getting referrals from the CoC, I'm going to first serve, and I have a waiting list, let's say, of applicants for EHV assistance, I'm going to serve families that meet the definition of homeless first."

1:09:08.4 Mike: And that's fine, and it may be that the CoC and that the population involved, we have so many numbers of families that we're serving that the only families that are gonna get these vouchers are those that are meeting that top preference if the PHA has established one. So that's a possibility. What you couldn't do is the PHA couldn't say, "Well, I've received a referral from somebody who's not in the category that I want to serve, and I don't have anybody in that category, but I have an available voucher and rather than issue it to the eligible referred family that I received, I'm just gonna hold that voucher and I'm gonna just not serve that family."

1:09:54.8 Mike: So that's sort of the distinction. So again, from an administrative standpoint, from a PHA perspective, if I get eligible referrals, I can't not serve an eligible family, if I have a voucher available to do so, but again, I can prioritize through local preferences, what category I'm going to serve first, and it's entirely possible that I may never get to families that don't qualify for that particular preference.

1:10:28.9 Mike: Then we go over and we switch to the CoC side, which is the Coordinated Entry System, where again, communities are making decisions through the Coordinated Entry System of, how am I allocating my community's resources to address the homeless? So that's a sort of a different issue and I might let I think Caroline speak to that since it's more in her area of expertise than mine.

1:11:01.9 Caroline: I would be happy to speak to that, but I lost track of the question.

1:11:07.2 Mike: Just in terms, Caroline, I think in terms of, from a CoC perspective and the Coordinated Entry System, in terms of addressing issues related to the four possible categories of families that we possibly could be serving, and again, to the extent that there's coordination and communication between the PHA and the CoC, the Coordinated Entry System, again, is also going to be, perhaps even more so than the PHA local preference system, sort of prioritizing the EHV's.

1:11:40.9 Caroline: Yeah, exactly, thanks Mike, and what we are hoping is that these prioritizations will be spelled out in the MOU, and that should be one of the bases of the

conversations that you start having on these EHV's. A lot of things can go into this, basically looking at need in your community, but also looking at what services are required to establish a stable lease up within the unit.

1:12:04.8 Caroline: So it may be that in communities that have, say, a moving on preference, those would be some of the top prioritizations because you know that those individuals will be housed and are great... Are great clients to have moving into the EHV's, so that more supportive services can be offered to those that maybe are a higher acuity and need those wraparound services. It may also be that the community has lots of or has access to funding for families with children, and so they may be wanting to make sure that there's some prioritization in the community for families with children, that would meet the at-risk definition.

1:12:44.5 Caroline: So these are all conversations that you should have, and there may be a prioritization that you spell out even in your MOU of, "We are prioritizing voucher... This many referrals for this category." The key thing I think, again, to emphasize is, and you definitely can discuss and have those prioritizations in your Coordinated Entry System, you just wanna make sure you're transparent on it, and so the people in the community know what's going on with that. And that's why we really encourage to spell that out in the MOU and have your MOU be public, have people know how the Coordinated Entry System is working, so it isn't just kind of a black box, but rather people understand why there is that prioritization.

1:13:30.2 Mike: And I think just the last point, just looking at some of the comments that are coming through in the chat, I would make, in terms of if the PHA is establishing a local preference, they are required, they must do so in consultation with their CoC partners. So we, certainly don't wanna have a situation where a PHA just is independently making these determinations as to how they're prioritizing through their local preference system for the EHV waiting list, how these vouchers are going to be issued.

1:14:01.7 Mike: If they are gonna establish any type of local preference for the EHV's, they have to do so in consultation and coordination with the CoC and other referral partners. So again, the whole idea here is to make sure that we're all talking to each other and that we're on the same page as to how we're using this resource to address the need in our particular community, collectively as partners.

[overlapping conversation]

1:14:29.9 Caroline: Go ahead, April.

1:14:30.9 April: We might be adding the same note, Caroline. We're on the same page... [laughter] One other thing about the MOU is that it's a living document. So for you CoCs out there who have your governance charter and things like that, think of this as part of what you would do with your governance charter. You see where something's not working, if you need to add something, this is where you would go back to the PHAs, go back to all your systems, and you would communicate and update as needed. So I think we are all about putting things on paper but sometimes, things on paper just don't work. You find out 30 days later, "Hey that was a wash, let's start over." And I think that we wanna have a path moving forward but be okay with changing as necessary.

1:15:16.5 Caroline: And actually, that's a great point, but it was not the point I was gonna make, so

I'm glad you jumped in. The one thing I wanna say is just like the MOU could be a dynamic system, the referral system should be dynamic as well. So it should not be just a one-way "Here are all of our referrals" and then the people referred sit on a waiting list at the PHA. Instead, we want that referral to be dynamic. Send over as many EHV's or as many clients that you have EHV's for.

1:15:42.7 Caroline: If those clients aren't able to lease up or if some families leave, then the PHA should then go back and ask the Coordinated Entry System or their contact at the CoC to send over more referrals. So it isn't just a one-time, one-way flow but it really needs to be a conversation, and that's why it's really important in your MOU to identify who with the organizations are the key people, so you could keep those conversations going.

1:16:09.8 Norm: Great. Thank you, Michael, April and Caroline. It's great stuff there. We also have a couple of questions about the process of accepting vouchers. Mike, I wonder if you could talk about this as well. If a PHA doesn't accept their vouchers, what happens? Does it get distributed to somebody else in the community? Somebody asked whether the vouchers could go to the CoC. Can they just transfer them to another PHA? How does that work if a PHA isn't willing to accept all their vouchers?

1:16:47.0 Mike: So this is actually a statutory requirement in the American Rescue Plan for emergency vouchers. So the PHA has an opportunity to decline the vouchers. We can't require that they accept them. We certainly are hoping and strongly encouraging in any way we can to get our PHAs to accept the vouchers, but it is possible, we may have some agencies who provide reasons to decline the voucher allocation. In that instance, what has to happen is the vouchers... We haven't actually obligated them yet, so they're still sitting here at HUD, but what we have to do with those vouchers is within the same state, essentially run them through the formula again, which, again, is a need-based formula.

1:17:32.6 Mike: So it's not as simple as those vouchers would just get transferred over to a neighboring PHA. Typically, if you have a state agency... In some instances, we go to the state agency and other instances, it would be redistributed throughout that particular state. So while it stays within the same state, not necessarily gonna stay in the same community.

1:18:00.2 Norm: Great, thank you. So we have a series of questions about what are landlord incentives and what can you do with landlord incentives? So April, I wonder if you could talk about, and maybe Caroline as well, could talk about examples of the ways they can use EHV funding to provide landlord incentives.

1:18:33.7 April: Can you guys here me?

1:18:35.7 Arthur: Yup.

1:18:37.0 April: Okay. So I'm trying to get us back to our slide here, but some of the areas in which this notice has really carved out some incentives for landlord is just great, so that there are ways to not create an additional burden to landlords and things like that in the process. Some of the ways landlords aren't able to be utilized in the PHA is because maybe their units aren't up to par, maybe there're some just areas that need some assistance. So the notice actually provides for means for funding to be offered as, I think we discussed a little earlier, funds to be offered for different repairs and things like that, that we talked about. Caroline, I know you have lots of experience with this

type of information. Is there any other ways that are noted in the notice?

1:19:41.3 Caroline: Yeah, I'm actually gonna direct that over to Mike Dennis who, I think, has... The notice is very clear on a lot of the incentives that can be used, so Mike, do you have anything to add?

1:19:52.3 Mike: Sure. So owner incentive payments could be very simple. It could simply be a signing bonus, where if the owner is willing to accept the family, the owner receives a set amount of money, which is not rent. It's separate and apart from the rent that the owner receives under the program. It's, in many cases, could be a one-time payment at the time that the owner and the family sign the lease, when the PHA and the owners sign the HAP contract. But the PHA, again, has lots of flexibility here to design the incentive payment if they so choose to implement one, to work best for their community. They could put conditions on the incentive payment, for instance, they could say, "To get this incentive payment, you have to agree to do certain things." Right. You have to agree, for instance, that if there are issues with the family, before you take an adverse action against the tenant, you need to reach out to either a case manager or the PHA and work with us to try and resolve the issue before we get into eviction proceedings or whatever else.

1:21:15.2 Mike: We talked about the example where a PHA could sort of make this, where they provide, first and foremost, any incentive payment would have to go for necessary repairs to bring the unit up to HQS. So there's lots of sort of flexibility here for a PHA to... Again, with its local partners, consider what makes the most sense in my particular community? Again, these fees are... They sound... And for PHAs in particular, I'm sure they're like, "Wow", 'cause we don't normally have these kinds of resources to work with. But they are finite, and in terms of trying to maximize the effectiveness of the services that are being offered, the PHAs may wanna think about... Along with their partners, right?

1:22:07.3 Mike: Do we make this available to all owners, do we only make it available to certain owners, do we limit how many incentive fees an owner can get? Do we say, "If you accept an incentive payment, it's almost like a take one, take all, that you're agreeing that you'll continue to take other EHV families"? It's really sort of up to the... We tried to keep it very, very flexible to allow the PHAs and their CoC partners to determine what's the best approach in their community for an owner incentive payment and/or retention payment, retention payment, simply being when the lease is up for renewal, do you give the owner a bonus for renewing the lease with the family? But again, these are all, at the PHA option. They're not required, but they're also built intentionally to give as much flexibility to the PHA and the CoC, and trying to figure out what makes the most sense in their particular community.

1:23:07.5 Norm: Thank you, that's a great point. I'd also strongly recommend that as you're setting up these programs and working with... Working with your PHA, working with your landlords, to think about coordinating the various landlord incentive programs you might have out there. Landlord incentives are intelligible activity of ESG-CV, for example. You may also have some local programs that provide landlord incentives. So, one thing we've heard is that what landlords really want is... Well one of the many things they want, is sort of a consistency to the sort of what they can expect when they work with the program. So aligning incentives between ESG-CV and the vouchers, I think could be very helpful. Also, you can use landlord incentive through ESG-CV, along with these vouchers. So we'll, again, we'll provide more information about how you can use some of these programs in combination here.

1:24:08.3 Norm: That does bring us to the end of our time today. I wanna give a big, big thanks to everyone who presented. To April and Caroline, to the entire PIH team, Ryan, Gerry, and Kathy, Mike... You guys provided a ton of information and answered a lot of questions through the chat window. I also wanna just say, there's no way we could be at this point where we have this, such a strong partnership required in this program if it hadn't been for the tireless work that you all have done over many years to strengthen partnerships with your PHAs, to develop Coordinated Entry Systems that can really refer a lot of people out, to really knit together a system that works well.

1:24:58.3 Norm: So a lot of what you see here is the result of your incredible work over many years to set the stage for this, and I definitely wanna thank everyone for that. So with that, we will try to get as much information out as we can. We will post this sometime in the next week or two to the website. And again, I wanna thank everyone and thank Cherita for keeping us organized here and her whole team. And that concludes our webinar. Thank...