



Housing Choice Voucher Mobility Demonstration Kick Off Meeting

May 24, 2021

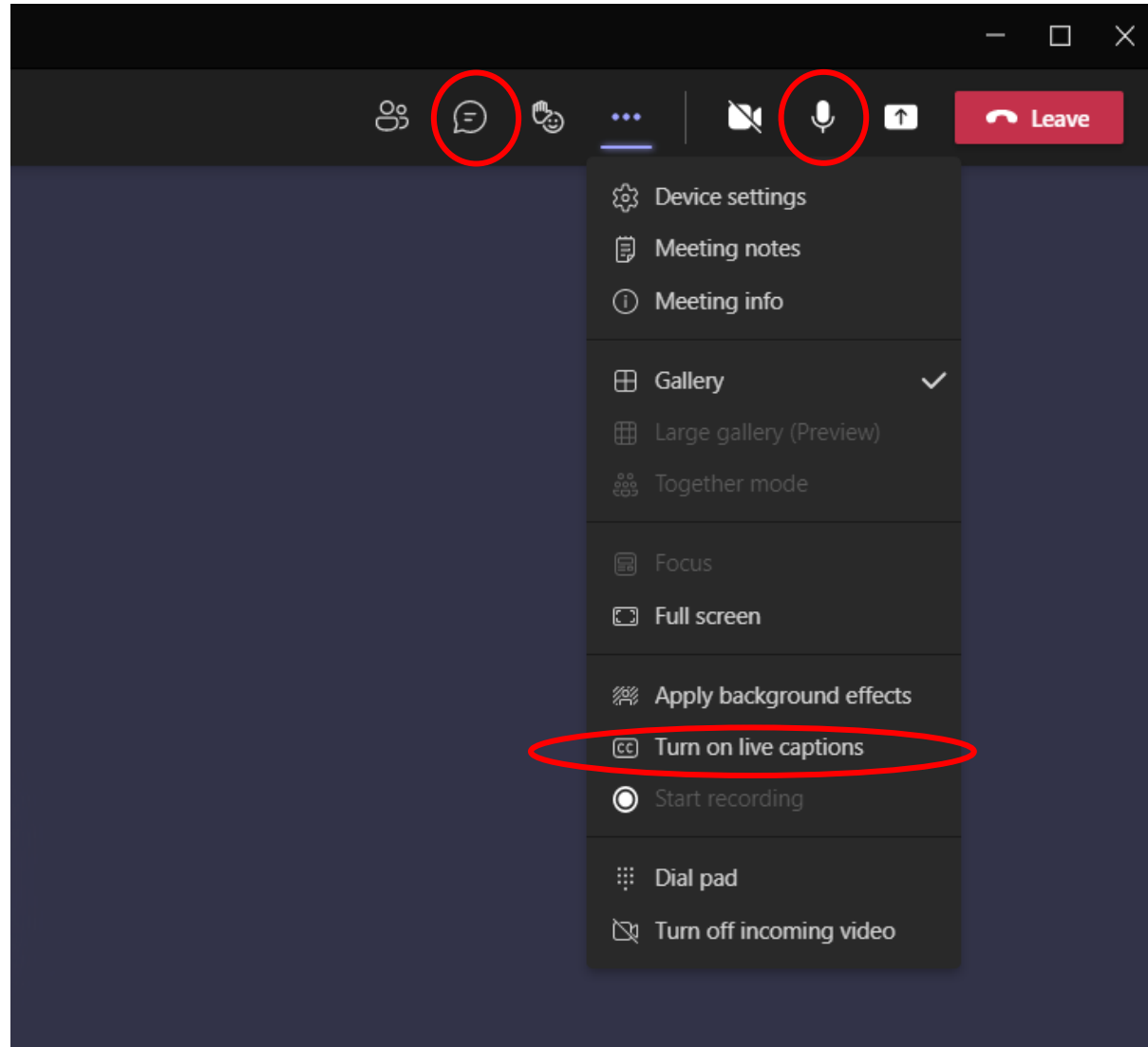


Housekeeping

- The webinar is being recorded
- Slides will be emailed to PHAs directly after this meeting
- Please remain on mute until Q&A portion
- Chat feature



Teams Features





Agenda

- Welcome and introductions
- HCV Mobility Demonstration goals, timeline, and project roles
- Technical assistance overview
- Research evaluation overview
- Questions/Answers/Discussion



Welcome

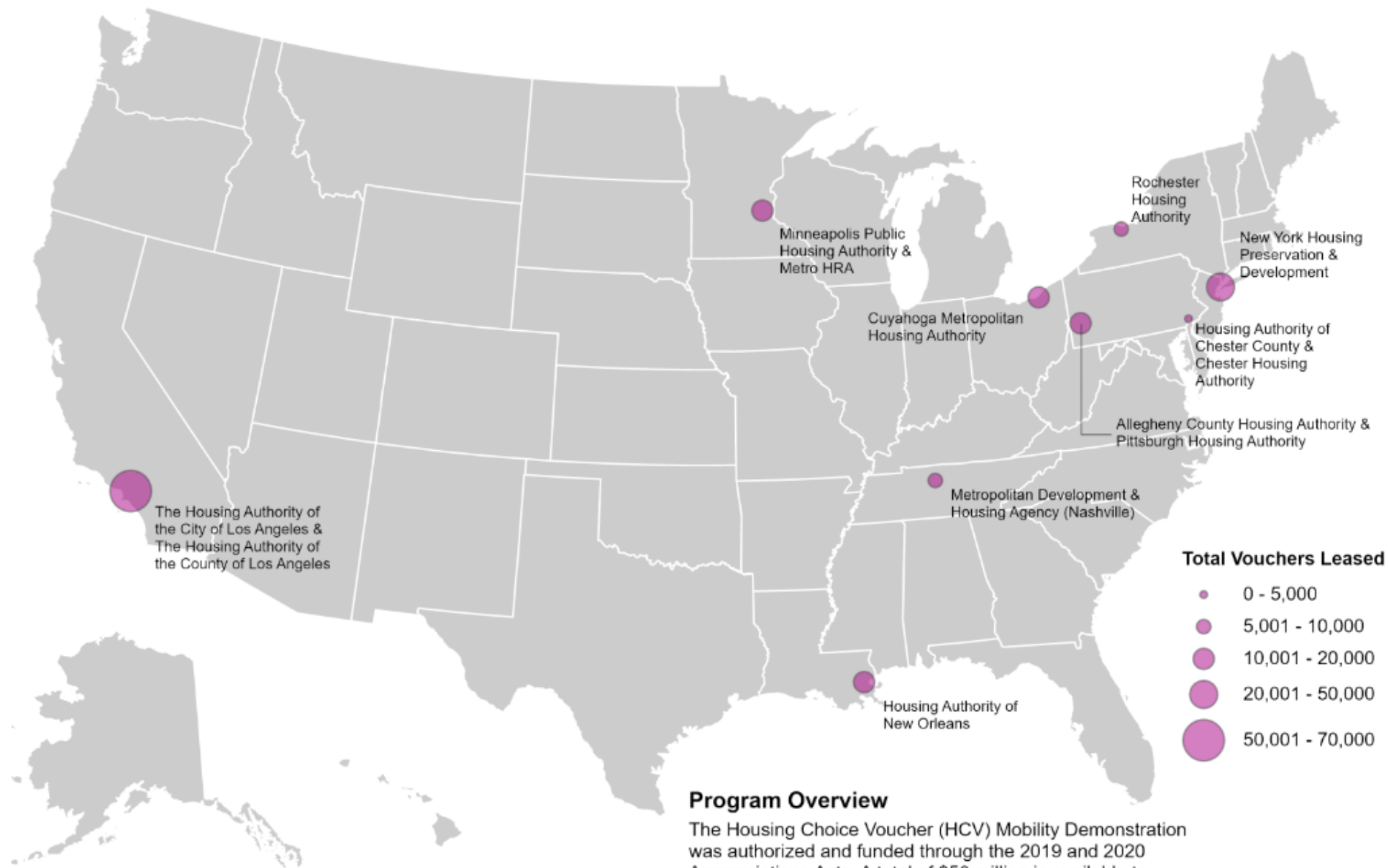
Peggy Bailey, Senior Advisor to HUD Secretary



Welcome

Todd Richardson, General Deputy Assistant Secretary
for Policy Development and Research

Danielle Bastarache, Deputy Assistant Secretary for
Office of Public Housing and Voucher Programs



Program Overview

The Housing Choice Voucher (HCV) Mobility Demonstration was authorized and funded through the 2019 and 2020 Appropriations Acts. A total of \$50 million is available to PHAs that participate in the demonstration: up to \$10 million is for new vouchers for families with children and the remainder is available for mobility-related services. The 2019 Appropriations Act also makes available \$3 million for a research evaluation.



Introductions

One representative from each PHA

- Name, title/role, and one of the following
 - Why your PHA applied for the demonstration
 - What your PHA is most looking forward to in participating in the demonstration
 - What your PHA hopes to learn today



Introductions

HUD Public and Indian Housing Team

- Alison Bell
- Lea Anderson
- Emily Warren
- Ryan Jones



Introductions

HUD Policy Development and Research Team

- Marina Myhre
- Leah Lozier
- David Hardiman
- John Huggins
- Craig Pollack



HCV Mobility Demonstration Goals, Project Roles, and Timelines



Primary Goals

- Assist voucher families with children to access communities of opportunity
- Learn what helps families with children access and stay in areas of opportunity

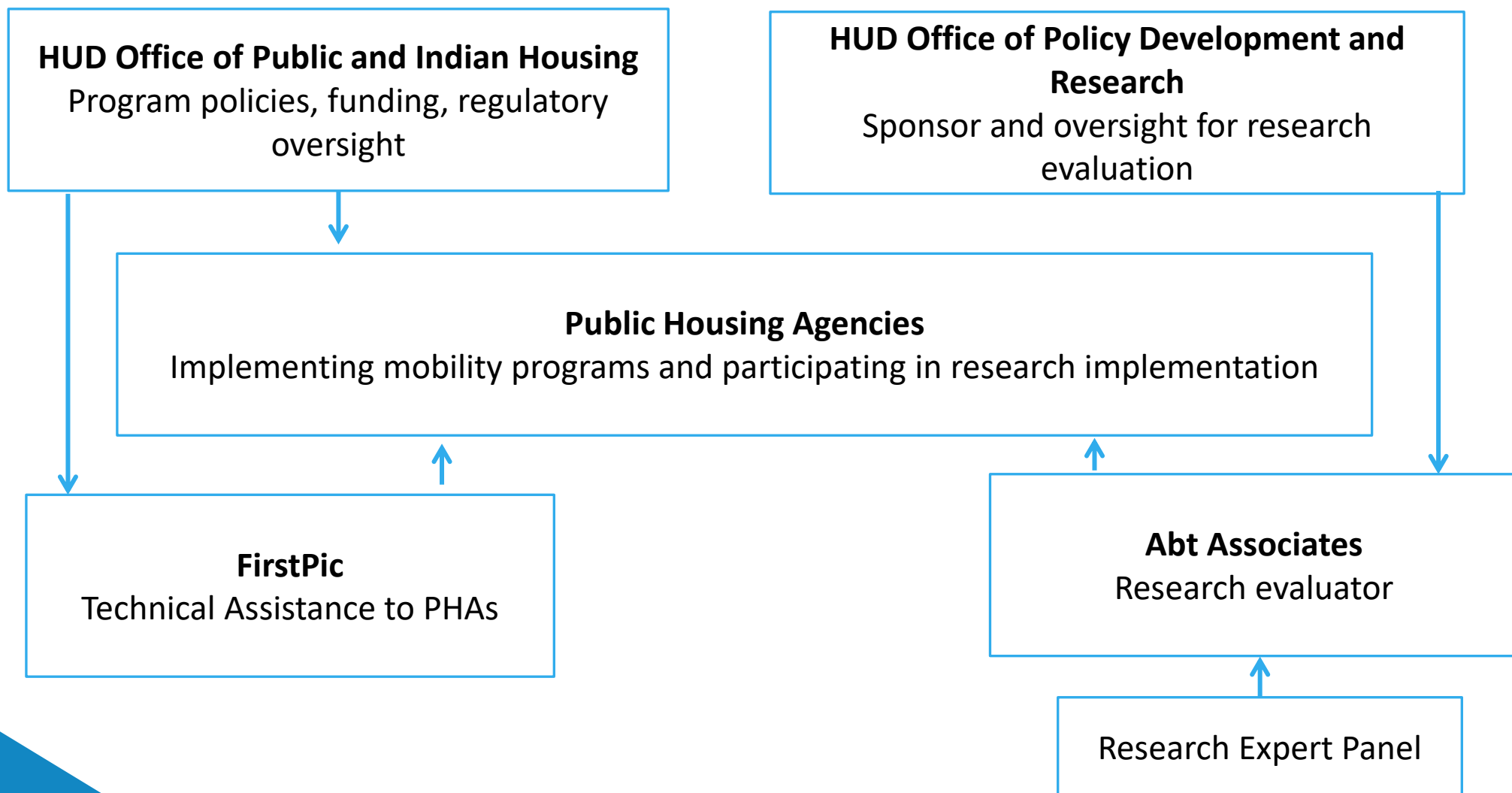


Project Approach

- Collaborate closely with PHAs to ensure consistent implementation across sites to extent possible
- Support PHA implementation with robust technical assistance
- Incorporate best available evidence in program design
- Conduct a rigorous randomized controlled trial/experiment to evaluate program impacts
- Willingness to adjust implementation in future years based on lessons learned



HCV Mobility Demonstration Key Partners





Project Roles and Responsibilities | HUD

- Provide oversight and guidance
- Ensure statutory requirements are met
- Disburse funding to PHA sites
- Sponsor rigorous program evaluation
- Facilitate technical assistance
- Share findings



Project Roles and Responsibilities | PHA

- Provide mobility-related services to families with children
- Obtain informed consent, enroll, and randomly assign study participants to evaluation treatment or control groups
- Collaborate with HUD, TA provider, and research contractor
- Adhere to finalized set of services, opportunity map, and administrative policies



Project Timeline

- Six-year demonstration
 - First year is planning and pilot year
 - Subsequent years provide mobility-related services to families with children in the treatment groups
- In years 2-6, PHAs will recruit and enroll families into the research study. Some families will be randomized into a treatment group, others into a control group
- In years 2-6, PHAs will implement comprehensive mobility related services
- Starting in the fourth year, PHAs will also implement selected mobility related services



HUD Team Activities to Prepare for Collaboration

- HUD, Abt Associates, and FirstPic have reviewed each PHA application
- Analyzed set of services, opportunity maps, and administrative policies proposed
- In-depth meetings on mobility services best practices and review of existing evidence
- Preparation for individual PHA meetings to discuss likely set of services compared with applications
- Finalization of enrollment schedules based on funding awards
- Planning for case management/services tracking tool software tool for PHA use

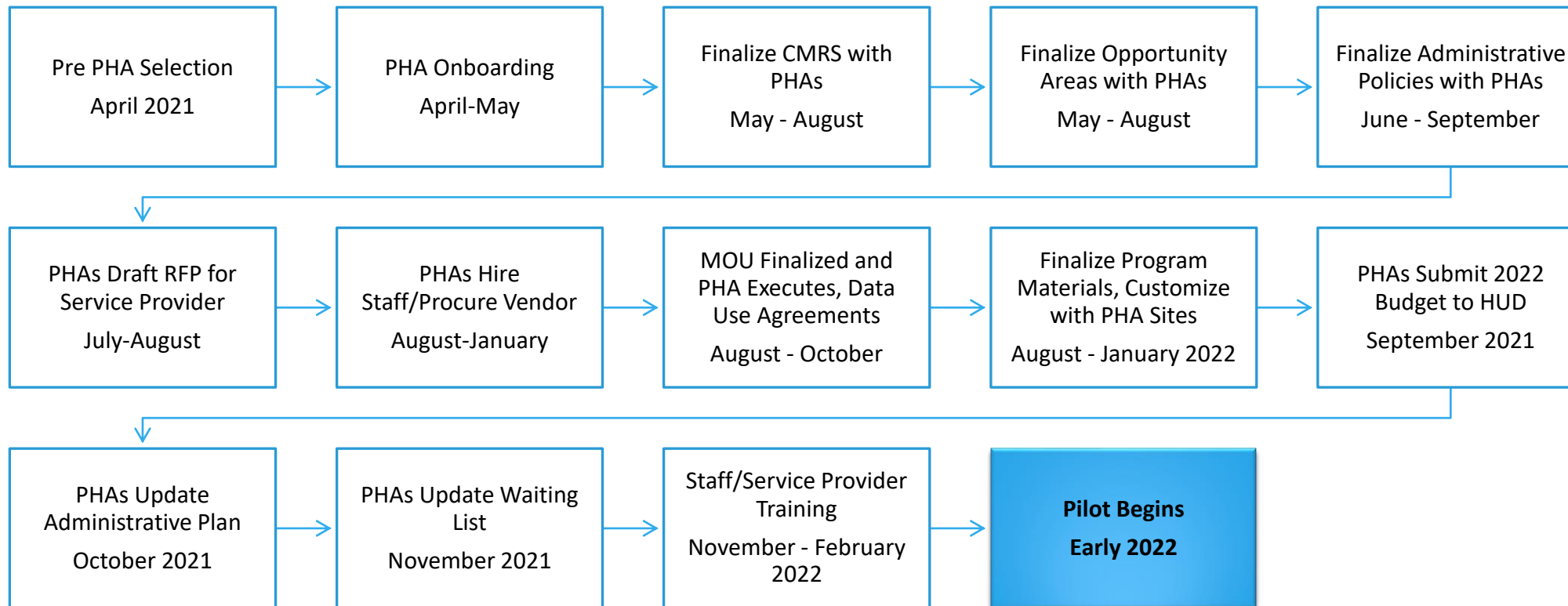


Initial Planning Materials

- After this kick off meeting PHAs will receive:
 - Initial planning materials packet
 - Points of contact
 - High level timeline
 - Estimated planning and discussion meeting list
 - Sample implementation plan
- All PHA meeting on Friday, June 18 at 2 pm eastern to discuss comprehensive mobility related services
 - Meeting will be recorded



High Level Timeline



Anticipated Planning and Discussion Meetings



- Reflects activities necessary to inform MOU and RFPs
- Will be individually scheduled with PHAs
- Additional meetings likely necessary
- **Subject to change**

Topic	Estimated Length	Recommended PHA Attendees
Reexamination and move process discussion	1 hour	<ul style="list-style-type: none"> • Main point of contact • Staff knowledgeable about reexams and moves
Review reexam and move process maps, finalize maps	1 hour	<ul style="list-style-type: none"> • Main point of contact • Staff knowledgeable about reexams and moves
All PHA Comprehensive Mobility-related Services (CMRS) on June 18 at 2 pm eastern	1 hour	<ul style="list-style-type: none"> • Key PHA staff
Initial discussion on proposed CMRS compared with PHA's proposed CMRS	1.5 hours	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Waiting list policies and procedures	1 hour	<ul style="list-style-type: none"> • Main point of contact • Staff knowledgeable about waiting list
Secondary discussion on proposed CMRS compared with PHA's proposed CMRS	1 hour	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Payment standard policies and procedures	1 hour	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Requested regulatory and statutory waivers	1 hour	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Initial opportunity map discussion	1 hour	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Follow-up opportunity map discussion	1 hour	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Administrative policies discussion	1.5 hours	<ul style="list-style-type: none"> • Main point of contact • Key decision makers • Knowledgeable voucher staff
Follow-up payment standard policies and procedures discussion	1 hour	<ul style="list-style-type: none"> • Main point of contact • Key decision makers
Data requirements and reporting	1 hour	<ul style="list-style-type: none"> • Main point of contact • Knowledge data staff



Sample Implementation Plan

- Reflects some activities during planning period up to pilot launch
- For internal use by PHA
- Not required, but encouraged
- PHAs will want to add additional activities

HCV Mobility Demonstration Sample Implementation Plan				
Activity	Sample Start Date	Sample End Date	PHA Staff Lead	Comments
Finalize Program Materials and Tools				
Determine program branding, name, logos	July	October		
Customize CMRS materials	August	November		
Customize neighborhood profiles and post-move welcome packet	August	November		
Develop user-friendly opportunity area maps	August	November		
Customize other program materials	August	November		
Update/develop opportunity area and payment standard search tool	November	November		FirstPic can assist with creating a web-based tool
Develop initial owner engagement plan	October	October		
Secure a credit report vendor	October	November		Annual expenditure of \$ expected so full procurement not likely required
Finalize referral agency partners	September	November		
Finalize family financial assistance and owner incentives payment processing policies	October	October		Recommend having initial discussions of proposed policies and procedures with finance staff earlier
Finalize operational policies (e.g. text messaging, transportation for tours)	October	October		
Establish key HCV operational points of contact for services staff	November	November		
Launch website for mobility program	December	December		
Develop and implement reporting protocols				
PIC and VMS	November	December		
Monthly budget/invoice template	August	September		
Year end reconciliation report	May 2022	July 2022		
Implement Case Management System				Abt Associates is developing this system. More details are forthcoming.



Webinar Series

- Optional series of webinars to be held over spring and summer
 - These are different than the anticipated planning and discussion meetings
- All PHA staff are welcome to attend
- 30-45 minutes of content and 15-30 minutes of discussion
 - Content portion will be recorded
- Additional topics or speaker ideas are welcome



Memorandum of Understanding

- Program and research design
- Overview of CMRS and SMRS
- HUD, PHA, Abt Associates and FirstPic responsibilities
- Final set of CMRS
- Administrative Policies
- Recruitment and enrollment plan
- Random assignment protocols
- Opportunity map and payment standards



Performance Standards Agreement

- Eligible Use of Funds
 - HAP and Administrative Fees
 - Mobility related-service funding
- Recapture and reallocation of funds
- Reporting requirements
- Annual program budget policies



Technical Assistance Overview

FirstPic



Our Team-FirstPic, Inc.

Lead Mobility Staff

- Mindi D'Angelo
- Sara Fiala
- Lynda Lantz
- Janie Oliphant



Our Team-FirstPic, Inc.

Since 2001, FirstPic has been providing technical assistance and training support to PHAs (high-performing and troubled), residents, landlords, tribes/TDHEs and regional communities and organizations across HUD offices.



Technical Assistance Overview | FirstPic

Relevant project experience

- Demonstration projects and new initiatives
- Data analysis
- Direct technical assistance and training development



Technical Assistance Overview | FirstPic

- Community Compass Technical Assistance
 - Needs assessments
 - Direct technical assistance and capacity building
 - Develop/maintain tools and products
 - Self-directed and group learning
 - Knowledge management
 - Data Analysis, reporting and performance measurement



Technical Assistance Overview | FirstPic

- Overall approach to training and technical assistance
 - Flexibility and adaptability
 - Results driven
 - Coordination
 - Communication and feedback
 - Staffing



Technical Assistance Supports

- Products
- Training
- Direct technical assistance



Mobility Demonstration Product Development

CMRS Guide – Detailed protocols on services offerings

- Recruitment & Engagement
- Study Enrollment
- Pre-Move Appointment
- Family Preparation
- Searching & Applications
- Leasing-up
- Post-move Check-ins
- Completed Search

Sample Budgets – Single-year and full project budgets

Process Maps – How applicants enter study and move through the program, including attrition expectations

Sample Hiring & Onboarding Materials

- Job postings
- Interview questions
- Interview scoring sheet
- Hiring schedule
- Onboarding and training schedule
- Workspace configurations



Client-facing Materials

Pre-move Appointment

- Participant Expectations Form
- Moving with the Mobility Program
- High Opportunity Area Map
- Neighborhood Descriptions
- Credit Report Summary Example
- Credit Counseling Referral Example
- Family Preparation Plan
- Affordability Map
- Tips for Searching for Housing Online



Family Preparation

- Application Cover Letter
- Housing Search Workshop Booklet
 - Setting Priorities for my Family
 - Exploring Neighborhoods
 - Online Search Engines
 - Avoiding Scams
 - Using the Address Locator Tool
 - Reaching out to Property Owners
 - Making your Pitch
 - Responding to unit Listings
 - Meeting Owners & Touring Units
 - Tips on Filling out Applications
- Renter's Workshop Booklet
 - Rental Properties Conditions
 - Sample Maintenance Request Letter



Searching and Applications

- Unit Tracker
- Financial Assistance Reimbursement Request
- Addressing Discrimination in the Rental Market



Leasing-up

- RFTA Cover Letter
- Holding Fee Agreement



Post-Move Check-ins

- Welcome Packet
- Post-Move FAQs



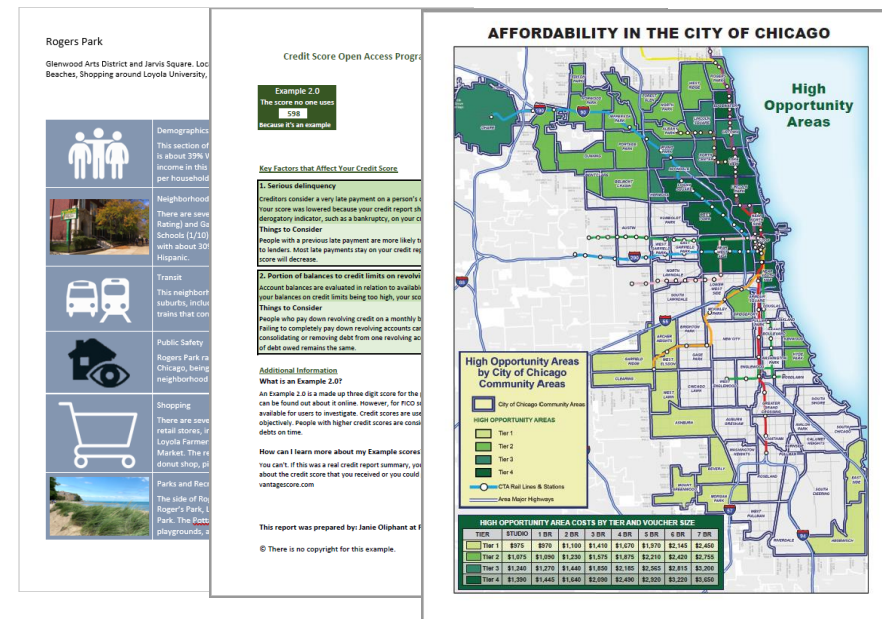
Additional Program Materials

Additional Items for Services Provision

- Outreach Letters
- Sample email scripts
- Sample phone call scripts
- Outreach and enrollment calendar
- Mobility program enrollment PPT
- Housing Search Workshop PPT & facilitator guide
- Renter's Workshop PPT & facilitator guide
- Security Deposit Promissory Note
- Damage Mitigation Fund Application
- Participant brochure
- Property owner brochure

Sample Web Pages

- Study webpage
- FAQs
- Interested HCV families
- Interested property owners





Staff Training

- History of the HCV program and mobility programs
- Program orientation and culture
- CMRS guide overview
- Program administration overview
- PHA move-in processes
- Using the demonstration case management system
- Hosting an Enrollment Briefing
- Hosting workshops
- Affordability and rent reasonableness
- Pre-move appointment
- Making the sales pitch to property owners
- Recruitment and engagement
- Program oversight protocols



Direct Technical Assistance

Pre-Services Launch Topic Areas

- Reexamination and move processes
- Wait list policies and procedures
- CMRS Model development
- Payment standards policies and procedures
- Regulatory and statutory waivers
- Opportunity Areas
- HCV lease-up processes
- Implementation and administration maintenance tools
- Updated policies for program participants
- Reviewing program tools and materials
- Financial set-up

Ongoing TA

- Site visits – quarterly first year; biannual subsequent years
- Regular check-ins
- On-demand troubleshooting



Research Evaluation Overview

Abt Associates



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Evaluation of the Housing Choice Voucher (HCV) Mobility Demonstration, Phase 1

May 24, 2021



Evaluation Team



- Abt Associates
 - Project Director: Jeffrey Lubell
 - Project Manager: Melissa Vandawalker
 - Co-Principal Investigator: Daniel Gubits
- Urban Institute
 - Co-Principal Investigator: Mary Cunningham
- MEF Associates
- Sage Computing
- Social Policy Research Associates
- Technical advisors
 - Stefanie DeLuca, Johns Hopkins
 - Ingrid Ellen, NYU
 - Jennifer O'Neil
 - Sarah Oppenheimer, Opportunity Insights
 - Kathy O'Regan, NYU
- Expert Panel

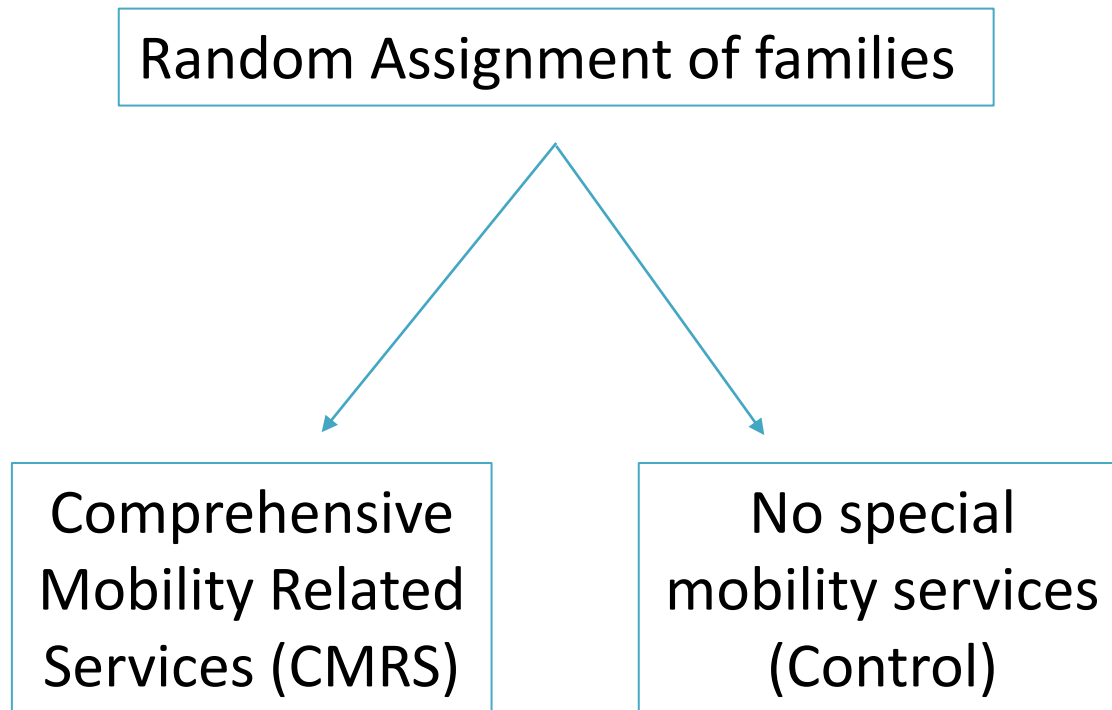
Role of the Evaluation Team



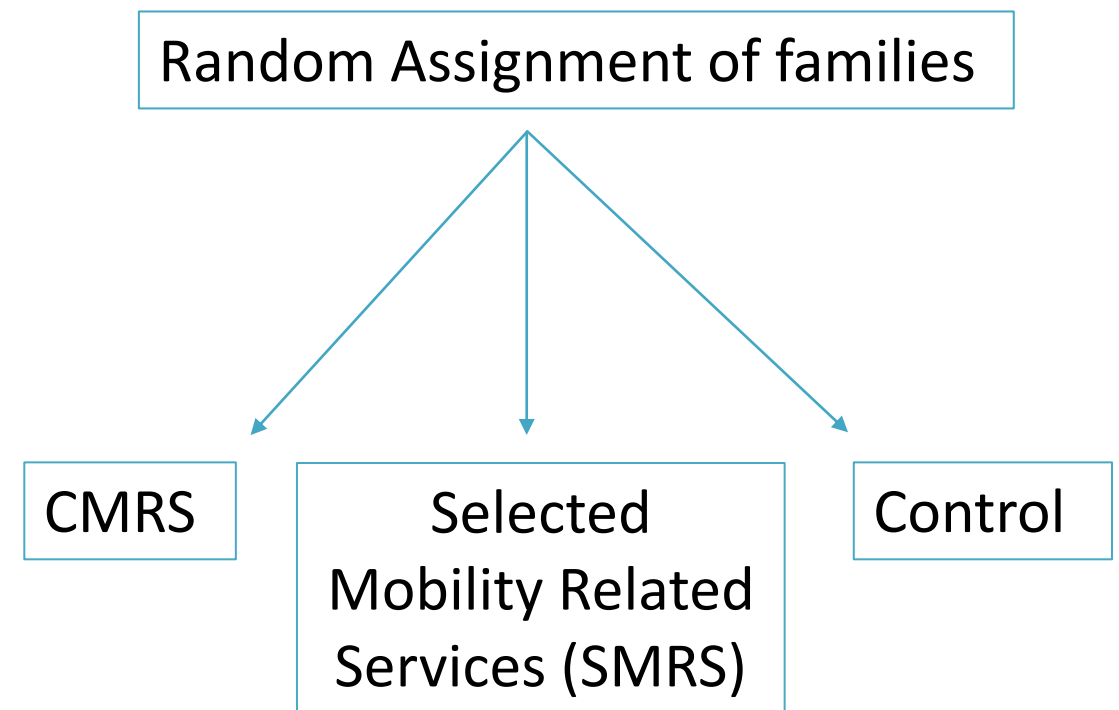
- Partner with PHAs to finalize Opportunity Area Designations
- Provide training and technical assistance to PHAs in implementing enrollment procedures
- Develop Service Delivery MIS for PHAs
- Prepare recommendations for SMRS packages
- Collect data needed for the evaluation
- Analyze data and prepare evaluation reports

Study Design

Phase 1



Phase 2



Phase 1 Research Questions



1. **Are voucher families with children who are offered CMRS more likely to move to and stay in opportunity areas, compared to similar voucher families who are not offered these services?**
2. How does the offer of CMRS affect other outcomes?
 - Length of time living in opportunity areas
 - Characteristics of families' housing units and tracts
 - Search times
 - Success rates for new voucher recipients
 - Share of existing voucher holders who move and timing of moves
3. What are the costs associated with CMRS?

Phase 1 Research Questions, Cont.



4. Which CMRS services appear most effective in facilitating moves to opportunity areas?
5. Which site- and household-level factors affect the success of CMRS in facilitating moves to opportunity areas?
6. What challenges do PHAs, mobility service providers, landlords, and voucher holders report with CMRS and SMRS?
7. How do implementation and fidelity to model vary across sites?

Phase 2 Research Questions



Continuation of Phase 1 Research Questions PLUS:

- 1. Are voucher families with children who are offered SMRS more likely to move to and stay in opportunity areas, compared to similar voucher families who are not offered these services?**
- 2. Are families offered SMRS less likely to move to and stay in opportunity areas than similar families who are offered CMRS?**
3. How does the offer of SMRS affect secondary outcomes?
4. What are the costs associated with SMRS?
5. How do the costs compare with the expected long-term benefits implied by impact estimates and long-term effects estimated by prior studies?

Opportunity Areas: Objectives and Values



Objective: Identify opportunity areas for each site that:

- Make sense in light of the local context
- Meaningfully advance the goal of supporting families with children
- Are sufficiently comparable across sites to allow the results of individual sites to be meaningfully aggregated to produce overall results for the demonstration

Values:

- Start with grantee proposals
- Base recommendations on an analysis of the particular sites, and not on a pre-determined definition of an opportunity area.
- Conduct analysis that “adds value” to local efforts

Opportunity Areas: Proposed Four-Step Process



1. Review grantees' opportunity area designations
2. Analyze opportunity area designations to assess:
 - A. Rough level of difficulty – for example, what share of below-SAFMR rental stock is included and
 - B. How they overlap with different indicators of opportunity (e.g., poverty, child opportunity index, opportunity atlas, school performance, etc.)
3. Determine whether to propose adjustments needed to improve comparability or otherwise advance the goals of the program
4. Work collaboratively with each site to address issues and reach a solution

Demonstration Software



- **Random Assignment Tool:** User-friendly, web-based enrollment tool for PHAs will:
 - Collect consent signatures and record that informed consent has been obtained
 - Contain a module for family heads to self-administer the baseline survey, and
 - Allow PHA staff to conduct RA and inform family of group assignment
- **Service Usage Tool:** Case management tool for service providers and PHA staff to record mobility services and interactions with families

PHA Training and Site Support



- Each site will be assigned a Site Liaison from the evaluation team
 - “Train the trainer” approach to building capacity
 - Customized training materials, and site implementation and recruitment plans based on individual site needs
 - Carefully and regularly monitor for fidelity in order to capture and address issues as early as possible
- The Abt Team will work closely with the FirstPic TA provider throughout the demonstration

Data Collection



- In-person site visits in Year 2 and Year 4
 - Interviews with PHA staff, mobility service providers, families, and landlords
- Enrollment and mobility services data
- Baseline survey of head of family
- PHA and HUD administrative data

Main Phase 1 Deliverables



- Research Design and Data Collection Plan (RDDCAP) (Summer 2021)
- Rapid Cycle Evaluation and SMRS Recommendations Brief Report (Summer 2023)
- Phase 2 SMRS Treatment Plan (Fall 2023)
- Impact and Process Study Final Report (Winter/Spring 2025)

Contact:

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Help Us Name the Demo!

- Housing Choice Voucher Mobility Demonstration
 - It's a bit long!
- You'll receive an email from Alison with names we have considered
- Let us know if you have any additional ideas!



Next Steps

- FirstPic will reach out to schedule first meeting
 - Reexaminations and move process
- HUD will reach out and request documents
 - Administrative plan, current payment standard schedule, opportunity area census tract listing
- Optional Friday webinar
 - Brief recap of PHA, HUD, Abt, and FirstPic roles
 - Brief recap of initial planning materials provided
 - Discussion/questions
- Initial CMRS Discussion for all PHAs
 - June 18 at 2 pm eastern
 - Meeting invite to be sent soon



Questions/Answers/Discussion

