

Housing Mobility Toolkit: Program Overview

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Welcome

Alison Bell

Office of Public Housing Voucher Programs



Introduction to Housing Mobility Programs

- Combination of administrative policies, client services, financial assistance, and owner outreach activities aimed at helping Housing Choice Voucher (HCV) holders move into and maintain residency in Opportunity Areas
- Assist low-income families, subsidized by HCVs, to live in middle- and high-income communities and benefit from the community's resources
- Housing Mobility Programs fulfill a variety of goals:
 - Racial and economic integration
 - Social mobility and health benefits
 - Reducing harms associated with living in high-poverty communities
 - Affirmatively furthering Fair Housing



Toolkit Audience

- PHA(s) and their service providers in order to develop their own Housing Mobility Program
- Requires participation by PHAs in order to make administrative/process updates to improve chances of families leasing in Opportunity Areas
- Significant customization required to put toolkit contents into practice

Toolkit Contents₁

- Program Setup
- Program Setup Attachments
- Program Manual
- Program Manual Attachments
- Housing Search Workshop Materials
- Renter's Workshop Materials
- Money Management Workshop Materials



Toolkit Contents₂

- Program Setup
- Program Setup Attachments
- **Program Manual**
- Program Manual Attachments
- Housing Search Workshop Materials
- Renter's Workshop Materials
- Money Management Workshop Materials



Phase 1: Recruitment and Enrollment

Summary: PHAs may choose to enroll families with current vouchers, just families coming off of the waiting list, or both. There are a variety of ways to recruit and enroll families into the program. This phase describes various methods PHAs may choose to use to fulfill these activities.

Timeline: The recruitment process will typically begin approximately six months before a family is expected to move. The process begins with gathering information, preparing to invite families, and then sending out invitations to families or otherwise inviting them to participate. Families may be continually invited to participate up to four to five before a family needs to move. Typically, families should only enroll into the program if they have at least three months available before they need to move.

Key parties: Coach, Leasing Coordinator, Team Lead

Activities:

- Recruiting Current Voucher Holders
- Recruiting Families Coming off the Waiting List
- Outreach and Inquiry Management
- Enrolling into the Program

Associated documents:

- Outreach and Enrollment Calendar (Attached)
- Current Voucher Holder Outreach Letter (Attached)
- Introduction to the Housing Mobility Program PPT (Attached)
- Family Brochure (Attached)
- Sample Outreach Email Response Script (Attached)
- Sample Phone Call Script (Attached)

Recruiting Current Voucher Holders

There are a variety of ways that PHAs may choose to recruit current voucher households into their Housing Mobility Program. The best option or options depend on the PHA's current operating structure and the population they are focusing on for the program. For example, if the PHA wants to recruit families that currently live in high-poverty neighborhoods, a mailed invitation might be the best option. For PHAs that want to focus on families already planning to move, the recertification appointment might be the best point of recruitment. Various options are described below.

Mailed Invitations

Mailed invitations as a primary recruitment method might be the best option for PHAs targeting their program to a specific population, such as families who live in high-poverty neighborhoods. Mailed invitations allow the PHA to select which families are invited into the program and to closely monitor the number of families being invited to participate in the program.

Steps:

1. Develop a monthly report for the upcoming month based on families' recertification month. Families should be invited between months five and six before their recertification month in order to give them adequate time to participate in the program's pre-move activities before they need to move.
 - a. For example, if it is January 2022, the program should be conducting outreach to families with a June 1, 2022 recertification due date. See the Outreach and Enrollment Calendar.
 - b. [Update to include how to pull a report from the PHA's line of business.]
 - i. Datasets may include, for example: their PHA unique ID, head of household name and date of birth, members names and date of birth, address, phone number, email, and any other contact information.
 - c. Clean data and remove irrelevant information.
2. Randomly select [number] households to notify based on the target number of families the program wants to enroll in the study for that month. This assumes that [number] percent will respond to the outreach.
 - a. PHAs with a larger target number of participants relevant to the voucher program size may wish

Goals:

- Recruit the right number of participants into the program
- Recruit the target family type into the program

Performed by:

Team Lead or PHA point of contact

Required materials:

- HCV line of business software
- Current Voucher Holder Outreach Letter
- Introduction to the Housing Mobility Program PPT
- Family Brochure
- Outreach and Enrollment Calendar

Program Phases

Phase 1: Recruitment & Enrollment	Phase 2: Pre-move appointment	Phase 3: Family preparation	Phase 4: Owner outreach, searching & applications	Phase 5: Leasing-up	Phase 6: Post-move check-ins	Phase 7: Completed search
<ul style="list-style-type: none"> •Recruiting current voucher holders •Recruiting families coming off the waiting list •Outreach and inquiry management •Enrolling into the program 	<ul style="list-style-type: none"> •Scheduling and appointment prep •Intake and introduction •Mapping family systems •Opportunity Area Discussion •Housing needs •Barriers to moving •Family preparation plan 	<ul style="list-style-type: none"> •Workshops •Referrals to address barriers •Application cover letter •Ongoing check-ins •Final family preparation check-in 	<ul style="list-style-type: none"> •Requesting a move voucher •Proactive owner outreach •Maintaining an available unit list •Unit referrals •Unit tours •Ongoing check-ins •Submitting applications •Flexible financial assistance 	<ul style="list-style-type: none"> •RFTA filing assistance •Fast Inspections •Holding Fee •Owner lease-up bonus •Security deposit assistance 	<ul style="list-style-type: none"> •Client 1-month post-move check-in •Owner 1-month post-move check-in •Additional post-move check-ins 	<ul style="list-style-type: none"> •Annual check-in •“Open Door” check-in •Damage mitigation fund



Phase 1: Recruitment & Enrollment						
<ul style="list-style-type: none">•Recruiting current voucher holders•Recruiting families coming off the waiting list•Outreach and inquiry management•Enrolling into the program						

Phase 1: Recruitment and Enrollment

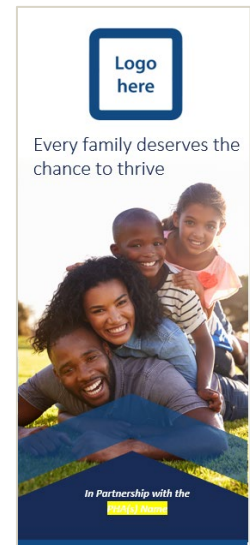
Summary:

- Options for recruiting and enrolling current voucher holders or families coming off the waiting list

Key parties: Team Lead, Coach, Leasing Coordinator

Associated documents:

- Outreach and Enrollment Calendar
- Current Voucher Holder Outreach Letter
- Introduction to the Housing Mobility Program PPT
- Sample Participant Brochure
- Sample Outreach Email Response Script
- Sample Phone Call Script



Recruiting Current Voucher Holders

Summary of options:

- Mail invitations to families
- Invite families during recertification appointments
- Other points of interaction

Goals:

- Recruit the right number of participants into the program
- Recruit the target family type into the program

Performed by: Team Lead or PHA point of contact

Recruiting Families Coming off the Waiting List

Summary of options:

- Establish a minimum number of days left on voucher to receive program services
- Introduce waitlist families to program, for example: including information with invite for coming off waiting list, at the issuance session, or if a family calls looking for additional search assistance

Goal:

- Recruit the right number of participants into the program

Performed by: Any staff

Outreach and Inquiry Management

Summary of steps:

- Discern if people reaching out to the program would be eligible for the program
- Encourage likely eligible people to sign up to participate in the program
- Consider having a standby list if there is limited space for the program

Goals:

- Provide accurate information about the program to interested candidates
- Encourage eligible families to sign up for the program

Performed by: Any staff

Enrolling into the Program

Summary of steps:

- Offer regular enrollment briefing sessions that describes the program to families
- Allow families to sign up for the pre-move appointments

Goal:

- Invite interested families into the program

Performed by: Any staff

Phase 2:
Pre-move
appointment

- Scheduling and appointment prep
- Intake and introduction
- Mapping family systems
- Opportunity Area Discussion
- Housing needs
- Barriers to moving
- Family preparation plan

Phase 2: Pre-move Appointment

Summary:

- The big appointment between the client and the Coach

Key party: Coach

Associated documents:

- Client binder
- Mapping family systems worksheet
- Sample Coaching referral form
- Affordability Calculator

Client Binder

Disclaimer:
This material is based upon work supported by funding under an award with the U.S. Department of Housing and Urban Development. The substance and findings of the work are dedicated to the public. Neither the United States Government, nor any of its employees, makes any warranty, express or implied, or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed, or represents that its use would not infringe upon privately-owned rights. Reference herein to any specific commercial product, process, or service by trade name, trademark, manufacturer, or otherwise does not necessarily constitute or imply its endorsement, recommendation, or favoring by the U.S. Government or any agency thereof. Opinions expressed in this document are those of the authors and do not necessarily reflect the official position of, or a position that is endorsed by, HUD or by any HUD program.

PIAs should consider whether any changes to program statutes, regulations, or guidance published after this document would necessitate a change to the PIA's customized version of this TA product.

[A note to users: The Client Binder document is intended to be used in a loose-leaf binder so that it can add and remove pages as they collect them and need them. For that reason, page numbers are included.]

Top Rent by Family Budget
6/26/2023
Note: The user fills out the cells in blue; the cells in green will populate automatically.

Voucher size:	
Adj. annual income:	3
Gross annual income:	\$30,000
Estimated utility allowance:	
Family's current rent portion:	\$145
Highest rent family can afford in their budget:	\$695
	\$700
Does rent meet 40% rule:	
Can client afford these rent prices?	\$155
Amount above baseline:	Yes
Total Tenant Payment as % of monthly income:	\$95
	33.80%

This is an estimated amount based on your current income and the estimated utility allowance for your future unit. Reach out to the program staff if your financial situation changes.

Highest rent amount by zip code:	
00001	\$1,985
00002	\$2,446
00003	\$1,995

Scheduling and Appointment Preparation

Summary of steps:

- Schedule appointment and send reminders
- Review client's background
- Receive permission and pull credit report
- Prepare client's binder

Goals:

- Client arrives to appointment on time
- Documents are prepared for client ahead of their arrival

Performed by: Coach

Intake and Introduction

Summary of steps:

- Learn more about client's interest for joining program and introduce program
- Review program expectations
- Confirm contact information

Goals:

- To understand family's motivation for participating in the program
- Collect client information
- Client understands program parameters
- Client understands program in the context of their own goals
- Set foundation for building relationship with client

Performed by: Coach

Mapping Family Systems

Summary of steps:

- Discuss and record the activities, resources, and networks clients interact with regularly
- Ask the client what is moveable and not moveable

Goals

- Learn where client's social systems are located and where they go regularly
- Understand client's needs for new community
- Start building client's motivation to consider new areas
- Select Opportunity Areas

Performed by: Coach

Opportunity Area Discussion

Summary of steps:

- Build on discussion from the Mapping Family Systems activity by using the Opportunity Area Map and Neighborhood Descriptions handouts to discuss potential areas for family
- Address concerns family may have about moving

Goal

- Client gains better understanding of the benefits of specific Opportunity Areas and where they are located

Performed by: Coach

Housing Needs

Summary of steps

- Discuss client's needs vs wants when conducting their housing search
- Discuss the possibility of trade-offs or compromising to prioritize needs over wants

Goals

- Understand family's housing needs
- Prepare family for realistic options as they begin housing search

Performed by: Coach

Barriers to Moving

Summary of steps:

- Discuss potential barriers to renting and importance of mitigating barriers
- Review credit report, credit score, rental history, and if applicable, any criminal history and utility arrears with client
- Discuss ways to talk about barriers with owners and mitigation approaches or referrals for each

Goals:

- Client understands how barriers may impact the leasing process
- Client understands the best ways to discuss any potential barriers with owners
- Discussion of ways to mitigate barriers

Performed by: Coach

Family Preparation Plan

Summary of steps

- Calculate family's affordability
- Create a family preparation plan that addresses barriers and leasing steps
- Create dates for finishing pre-search activities and unit referrals

Goals:

- Develop plan with family that emphasizes client's strengths and reduces barriers to moving to an Opportunity Area
- Continue to build rapport with client

Performed by: Coach

		Phase 3: Family preparation				
		<ul style="list-style-type: none">•Workshops•Referrals to address barriers•Application cover letter•Ongoing check-ins•Final family preparation check-in				

Phase 3: Family Preparation

Summary:

- The time families spend with workshops, outside referrals, and prepping for housing search

Key parties:

- Coach
- Leasing Coordinator
- Team Lead

Associated documents:

- Client Binder
- Housing Search workshop materials
- Renter's workshop materials
- Money Management workshop materials

[Insert program
or organization
logo here]

Renter's Workshop

Housing Search Workshop

Summary:

- Covers the housing search process from start of search through when family meets with a owner
- Performed by: Coach or Leasing Coordinator
- Approximate length: 2 hours
- Platform/set-up: classroom-style or virtual

Topic areas:

- Choosing between different types of units
- Affordability
- How to use the PHA's address locator tool
- Checking out new neighborhoods
- Using online search engines
- Reaching out to property owners
- Making a great first impression

Renter's Workshop

Summary:

- Covers common pitfalls and questions of renting for those with limited rental experience
- Performed by: Coach or Team Lead
- Approximate length: 2 hours
- Platform/set-up: classroom-style or virtual

Topic areas:

- Moving-in procedures
- Reading a lease
- Paying rent
- House vs. apartment vs. townhouse
- Owner-tenant law basics
- Utilities
- Maintenance issues
- What to expect when we inspect
- Moving-out procedures
- Any other area-specific topics

Money Management Workshop

Summary:

- Covers ways to improve client's financial health as it applies to finding a unit and maintaining their homes
- Performed by: Coach or Team Lead
- Approximate length: 1-1.5 hours
- Platform/set-up: Classroom-style or virtual

Topic areas:

- Applications and credit history
- Cost of moving and furnishing a home
- Paying rent on time
- Paying utilities

Referrals to Address Barriers

Summary of steps

- Client attends meetings to referral agencies based on Pre-Move Appointment
- Coach provides warm handoffs when necessary/appropriate

Goals:

- Client continues to mitigate barriers to leasing up by following up on referrals given by Coach
- Referrals result in higher credit scores and a reduction of negative items on clients' rental and criminal histories

Performed by: Coach

Application Cover Letter

Summary of steps

- Client requests assistance from Coach
- Coach walks client through exercise
- Client leaves with electronic copy of Application Cover Letter

Goal:

- Client Application Cover Letter makes property owners feel more comfortable about renting to them

Performed by: Coach

Ongoing Check-ins (phase 3)

Summary of steps:

- Weekly communication by Coach to client regarding progress
- Coach uses motivational interviewing to encourage client
- Coach provides additional assistance when necessary
- Clients are referred to Inactive Clients if applicable

Goal:

- Ensure Client is progressing through their pre-move steps

Performed by: Coach

Final Family Preparation Check-in

Summary of steps:

- Gauge client's preparedness to begin receiving unit referrals
- Review if client has completed Family Preparation Plan steps
- Depending on client's situation, they may be ready to begin receiving unit referrals

Goal:

- Determine if client is ready to move into Searching and Application Phase

Performed by: Coach

			Phase 4: Owner outreach, searching & applications			
			<ul style="list-style-type: none">•Requesting a move voucher•Proactive owner outreach•Maintaining an available unit list•Unit referrals•Unit tours•Ongoing check-ins•Submitting applications•Flexible financial assistance			

Phase 4: Owner Outreach, Searching & Applications

Summary:

- Period of time when family begins housing search

Key parties:

- Coach
- Leasing Coordinator
- Team Lead

Associated documents:

- Client Binder
- Owner Brochure
- Utility Arrears Payment Request

Housing Mobility Toolkit: Sample Utility Arrears Payment Request

Utility Arrears Payment Request

This form is to be filled out by Housing Mobility Program staff on behalf of a client. Paying for utility arrears should be considered a last resort after other utility arrear repayment program options have been explored.

Program staff must contact the utility company to confirm the amount owed and request any information required by the Public Housing Authority finance department (such as information for vendor set-up) to make a payment to the utility company.

These funds may only be made towards utility account balances that will impede the family from being able to move into their new unit. Only the minimum amount required to establish services may be paid.

Client name:	Client ID number:	Date:

Utility type	Company Name	Client's account number	Amount Owed
Electricity			
Gas			
Water			
Sewer			
Trash			
Oil			
Total:			

Attach the most recent utility bill(s). The bill(s) must include:

1. Company name
2. Client's name
3. Client's account number
4. Client's current address, or former address where bills were incurred

Additional comments by program staff or information received from utility company:

Staff member initials: _____

Requesting a Move Voucher for Current Voucher Holders

Summary of Steps:

- Assist clients in getting their voucher

Goal:

- Client receives their voucher at the right time

Performed By: Coach

Proactive Owner Outreach

Summary of steps:

- Survey online housing sites for available units in Opportunity Areas and confirm affordability
- Invite property owners with available Opportunity Area units to participate in the program

Goals:

- Identify available, affordable units in Opportunity Areas
- Educate property owners and managers about the Housing Mobility Program
- Expand list of available units that meet needs of families

Performed by: Leasing
Coordinator

Maintaining an Available Unit List

Summary of steps:

- Maintain a list of units where the property owner has agreed to consider Housing Mobility Program participants
- Check the unit listing at least weekly to ensure the unit is still listed as available online

Goals:

- Have readily available units that meet clients' needs
- Keep list updated so that only units that are still on the market are on the list

Performed by: Leasing Coordinator

Additional Owner Outreach Activities

Summary of steps:

- Network and speak at industry events
- Write up short articles for local industry newsletter
- Engage with well-established property owners

Goal:

- Attract more owners to lease up with program clients

Performed by: Leasing
Coordinator

Unit Referrals

Summary of steps:

- Provide unit referrals for units in Opportunity Areas
- Follow up with client to see if referrals worked for them or not
- Offer to assist client with contacting owner

Goals:

- Provide clients with unit options in Opportunity Areas
- Connect property owners with clients

Performed by: Leasing Coordinator

Unit Tours

Summary of steps:

- Offer units tours to clients who may need transportation or support
- Remind clients of importance of first impressions when on a tour
- Encourage clients to take the lead
- Show clients local schools, grocery stores, parks, etc.

Goals:

- Ensure clients have transportation to unit tours
- Help clients coordinate tours and have successful client-owner introductions
- Program team members model best practices in owner engagement during tours of units

Performed by: Leasing Coordinator or Coach

Ongoing Check-ins (Phase 4)

Summary of steps:

- Regularly check-in with client about housing search
- Troubleshoot any issues
- Encourage client should they become discouraged
- If unable to make contact, refer to the Inactive Clients policy

Goals:

- Ensure clients are actively searching for housing
- Help to build and maintain motivation for clients to move to an Opportunity Area

Performed by: Leasing Coordinator or Coach

Submitting Applications

Summary of steps:

- Client requests assistance with filling out application
- Staff member walks client through process
- Staff member may pay for fees related to application

Goal:

- Staff members help client to fill out applications to ensure their accuracy and completion

Performed by: Leasing Coordinator or Coach

Flexible Financial Assistance

Flexible funds up to \$750 on:

- Application fees
- Admin fees and processing fees
- Bus or train passes
- Renter's insurance

Flexible funds process:

- Client reaches out requesting reimbursement or to have fee paid
- Appropriate documentation submitted
- Staff processes request
- Check is processed
- Funds recorded

Goals:

- Reduce the financial costs of moving
- Reduce the financial disincentive to stay in place or to move to a non-Opportunity Area unit

Performed by:

- Any staff; Team Lead processes payment

				Phase 5: Leasing-up		
				<ul style="list-style-type: none">•RFTA filing assistance•Fast Inspections•Holding Fee•Owner lease-up bonus•Security deposit assistance		

Phase 5: Leasing-up

Summary:

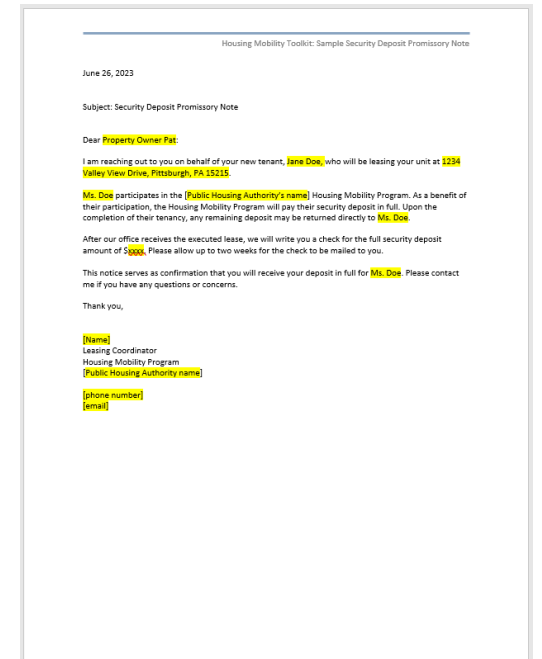
- Period of time when client's new unit goes through approval process

Key parties:

- Coach, Leasing Coordinator, and Team Lead

Associated documents:

- Client Binder
- Security Deposit Promissory Note



Request for Tenancy Approval (RFTA) Filing Assistance

Summary of steps:

- Client adds RFTA cover letter to RFTA packet
- Program staff expedites lease-up

Goals:

- Quickly fill out RFTA paperwork for submission to the PHA
- PHA quickly processes the RFTA paperwork for Opportunity Area units

Performed by: Leasing
Coordinator

Fast Inspections

Determine how to make this process work. Options might include:

- Leaving time open in an inspector's schedule to allow for these expedited inspections.
- Allowing the Leasing Coordinator to become HQS-certified to conduct inspections.
- Have inspectors with more flexible schedules conduct the inspections.

Goals:

- Schedule timely inspections
- Conduct an inspection soon after it is scheduled
- Performed by: Leasing Coordinator

Holding Fee

Summary of steps:

- Leasing Coordinator/client offers holding fee up to half of the deposit
- Owner signs Agreement form
- Owner receives holding fee

Goals:

- Reduce financial barrier for families in Opportunity Areas
- Reduce financial risk for owners

Performed by: Any staff; Team Lead processes payment

Security Deposit Assistance

Summary of steps

- Client/owner requests a Promissory Note from staff
- Staff confirms viability of unit in program
- Owner receives Promissory Note
- Program pays security deposit or client receives reimbursement

Goals:

- Reduce the financial cost of moving
- Reduce the financial disincentive to stay in place or to move to a non-Opportunity Area

Performed by: Any staff; Team Lead processes payment

Lease-up Bonus

Summary of steps

- Owner provides Leasing Coordinator with necessary documentation of move
- Cut check within 1 week of receipt of returned paperwork

Goals:

- Encourage greater owner participation by offering financial incentive
- Quickly provide financial incentive to owner upon move-in

Performed by: Leasing Coordinator; Team Lead processes payment

					Phase 6: Post-move check-ins	
					<ul style="list-style-type: none">•Client 1- month post- move check-in•Owner 1- month post- move check-in•Additional post-move check-ins	

Phase 6: Post-move Check-ins

Summary:

- Client and owner check-ins occur

Key parties:

- Coach and Leasing Coordinator

Associated documents:

- Client Binder
- Post-move Assessment

Housing Mobility Toolkit: Sample Post-Move Assessment

Post-Move Assessment

After moving into their new property, most families will not require additional assistance from the Housing Mobility Program. However, for those families who would benefit from additional assistance, the post-move assessment exists to help identify when an unmet need or issue does exist and what the appropriate steps are to resolve the concern.

Use the prompts below to get information from the client and about the client's home. The examples in the boxes under each question help to determine if the client has an unmet need or issue or not. If an unmet need/issue is identified, use the examples in the boxes to determine if the concern should be graded as low, medium, or high. If the client describes a scenario similar to one of the examples, highlight or circle the response. If the scenario is different, write a description of the situation and grade it as low, medium or high. The grading of the issue will help the user and the client determine what sort of follow-up may be needed.

Definition of unmet need/issue grades:

- **Low unmet needs/issues:** A concern that should be easily resolved with troubleshooting or a referral.
- **Medium unmet needs/issues:** A concern that could affect the client's desire to stay in their home or neighborhood, or could threaten their tenancy regardless of the client's wishes. These probably require a referral and/or an additional check-in, either in person or virtual depending on the issue.
- **High unmet needs/issues:** A concern that will definitely affect the client's desire to stay in their home or neighborhood, or could threaten their tenancy regardless of the client's wishes. These always require a referral and/or an additional check-in, either in person or virtual depending on the issue.

Owner 1- month Post- move Check-in

Summary of steps:

- Leasing Coordinator checks-in with owner 30-60 days post-move
- Leasing Coordinator creates plan with owner to resolve any issues

Goals:

- Provide owner with superior customer service
- Mitigate any issues that may jeopardize the client's tenancy

Performed by: Leasing
Coordinator

Client 1-month Post-move Check-in

Summary of steps:

- Develop Welcome Packet for family
- Coach sets up in-home check-in 30-60 days post-move
- Send reminder and confirm approval of in-home visit
- Follow client's lead during visit and see how move has been for family
- Where applicable, discuss action plan to resolve unmet needs

Goal:

- Mitigate any issues that might jeopardize tenancy

Performed by: Coach

Additional Post-move Check-ins

Summary of steps:

- Need for additional check-ins has been identified during initial post-move appointment
- Discuss the reasons for meeting and create action plan for next steps if needed
- Offer referrals for external providers when services needed by client are beyond the scope of the program

Goals:

- Resolve outstanding issues identified during initial check-in
- Identify if the client can maintain tenancy without further intervention in the future

Performed by: Coach

						Phase 7: Completed search
						<ul style="list-style-type: none">•Annual check-in•“Open Door” check-in•Damage mitigation fund

Phase 7: Completed Search

Summary:

- Clients are not actively searching or leasing up
- Engage with clients as needed
- Damage mitigation funds can be requested

Key parties:

- Coach, Leasing Coordinator, and Team Lead

Associated documents:

- Damage Mitigation Fund Application

Housing Mobility Toolkit: Sample Damage Mitigation Fund Application

Damage Mitigation Fund Application

Program Policy

The Housing Mobility Program reimburses owners through a Damage Mitigation Fund for repairs and lost rental income due to damage to a unit during a client's tenancy up to \$2,000. These funds are only accessible for clients in the first 18 months of tenancy and owners must submit an application within 30 days of the tenant vacating the unit and/or the owner taking possession of the unit.

Reimbursable expenses include:

1. Material costs.
2. Labor costs for hired services.
3. Lost rental income up to one month's rent.

Non-reimbursable expenses include:

4. Tools needed to make repairs.
5. The owner/property manager's time or an on-staff maintenance person's time.
6. Anything not directly related to making repairs and replacements due to damage.

Funds may only be accessed after the owner has exhausted the tenant's security deposit fund.

Owners must provide:

1. All receipts for labor and materials costs
2. Photo documentation of the unit damages
3. Photo documentation of the unit repairs
4. An itemized list of items requested for reimbursement

The Housing Mobility Program staff will receive the application and reserve the right to deny any requests deemed to be lacking evidence or that are not a reimbursable expense according to this policy. The Housing Mobility Program will provide a response to the owner within 30 days.

Return this form to:

[fill in contact information]

Property Information

Tenant Name: First _____ Last _____

Address: Street Address _____ Apartment/Unit # _____

City _____ State _____ ZIP code _____

Move-in date: _____ Move-out date: _____

“Open Door” Check-ins

Summary of steps:

- Assist clients with problem-solving if they reach out
- Set boundaries with clients about what program can provide
- Assist clients in connecting with staff, owner, or other resources as needed

Goal:

- Assist clients in maintaining tenancy

Performed by: Coach or Leasing Coordinator

Annual Check-in

Summary of steps:

- Review client's file
- Check-in with client about their plan when their lease is up
- For Opportunity Area clients, discuss and problem-solve reasons for moving out of Opportunity Area
- Set up a pre-move appointment for clients who want to move

Goals:

- Identify client's level of satisfaction with current unit/neighborhood
- If possible, help clients solve any issues that would threaten tenancy
- Encourage client to choose living in an Opportunity Area

Performed by: Coach

Damage Mitigation Fund

Summary of steps:

- Owner submits Damage Mitigation Fund application with appropriate documentation
- Program staff reviews application
- Program staff notifies owner of decision within 30 days
- If approved, program staff cuts a check

Goals:

- Reduce the financial burden faced by owner when a tenant damages a unit
- Encourage property owners' participation

Performed by: Any Program Staff; Team Lead processes request



Closing

Additional Webinars on Housing Mobility Toolkit

- Program Setup, 8/1 at 3pm ET
- Program Framework, 8/15 at 3pm ET
- Updating Program Materials, 9/12 at 3pm ET

Stay Informed

- HUD's webpage on Housing Mobility:
https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/housingmobility
- HUD's webpage on HCV Trainings:
https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/program_trainings_and_resources
- Sign up for the HCV Connect Newsletter:
<https://public.govdelivery.com/accounts/USHUDPIH/signup/28268>



Questions?

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