

Housing Mobility Webinar Series | July 8, 2022

Housing mobility webinar series

- June 21: Community Choice Demonstration Overview
- Tuesday, June 28 at 3 pm eastern: Considerations for Launching a Housing Mobility Program
- Friday, July 8 at 2 pm eastern: Mobility-related services
- All webinars will be recorded and slides will be made available on https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/program_trainings_and_resources

Housing Mobility in HCV

Community Choice Demonstration Sites



New funding for housing mobility will be made available early next year

- New NOFO estimated to be published in March 2023
- \$25,000,000 made available from FY 2022 Appropriations Bill
 - For mobility-related services, as defined by the Secretary, for voucher families with children modeled after services provided in connection with the mobility demonstration
 - The Secretary shall make funding available to public housing agencies on a competitive basis and shall give preference to public housing agencies with higher concentrations of housing choice voucher families with children residing in high-poverty neighborhoods

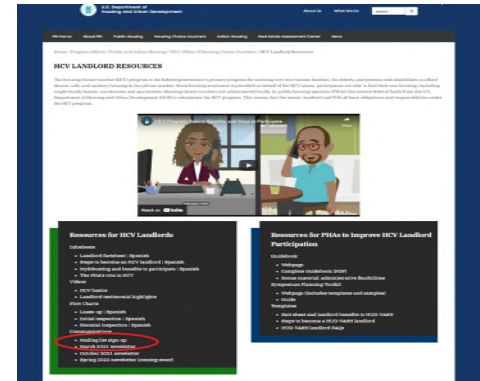
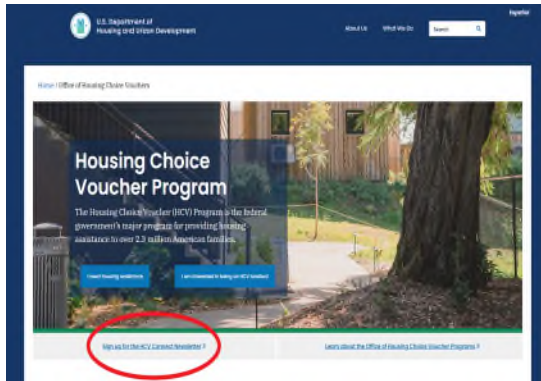
<https://www.congress.gov/bill/117th-congress/house-bill/2471/text>

Mobility Ideas and Resources

- Strategically target PBV awards to opportunity areas
- Consider incorporating mobility counseling into services provided to families receiving EHV vouchers
- Review your PHA's Payment Standards
 - Consider SAFMR (Opt-In or as Exception Payment Standards – see [PIH Notice 2018-01](#))
 - Take advantage of [PIH Notice 2022-09](#) to go to 120% of FMR
- Identify opportunities available through [PIH Notice 2022-18](#)
 - Allows PHAs to use HCV and Mainstream Admin Fees to assist families in leasing units
 - Security Deposits
 - Application fees
 - Landlord Incentives (signing bonus and retention)
 - Housing Search assistance (including pre/post-move counseling)

STAY UP TO DATE WITH HCV

- Go to www.hud.gov/hcv and sign up for the HCV Connect Newsletter
- Visit the [HCV Program Trainings and Resources Page](#)
- Visit the [HUD Landlord Resources Page](#) (and sign up for the mailing list)
- Visit the [Community Choice Demonstration Page](#)



Mobility-Related Services


Janie Oliphant | 8 July 2022

Outline

- Step-by-step approach to mobility-related services
- Financial supports for families and incentives for owners
- Mobility-friendly Administrative Policies and Processes
- Staffing and division of labor

Phase 1:
Program Sign-up

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">•Identifying motivation for moving•Mapping family systems•Opportunity area education•Housing needs•Barriers to moving•Family preparation plan	<ul style="list-style-type: none">•Workshops•Outside referrals•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 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



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Pre-move appointment: Identifying Motivation for Moving

- “Why are you considering making a move?”
 - Unit is not meeting the family’s needs
 - Neighborhood is not meeting the family’s needs
 - Move prompted by something outside of the family’s control
- Use the family’s stated goals to build motivation and develop list of needs



Pre-move Appointment: Opportunity Area Education

- Building from the introductory section of the appointment, talk to the family about opportunity areas and which neighborhoods might be the best fit for the family
- Address concerns family may have about moving, or moving into an opportunity area

Pre-move appointment: Housing Needs

- All people want to live in a unit and neighborhood that meets their family's spatial needs, with access to community resources, and a high level of community social cohesion
- These universal goals have to be balanced against: unit availability, transportation options, and access to work, social services, and established social networks
- Staff working with participants should be familiar with general unit availability across their jurisdiction
 - Where are there affordable units?
 - What neighborhoods offer reliable public transportation?
- Prepare participant for realistic options as they begin their housing search

Pre-move appointment: Barriers to Moving

- Review barriers to moving
 - Credit report and score
 - Previous rental history
 - Interactions with judicial system
- Highlight family's strengths
 - Length of tenancy
 - Positive tenant-owner relationships
 - Help participants mitigate barriers and advocate for themselves with owners

Pre-move Appointment: Family Preparation Plan

- Develop plan with family that emphasizes client's strengths and reduces barriers to moving to an opportunity area
- Calculate family's affordability by voucher size, neighborhood, and income
- Create a family preparation plan that addresses barriers and leasing steps
- Establish dates for finishing pre-search activities and unit referrals

Calculating family's affordability

Top Rent by Family Budget		
7/4/2022		
Note: The user fills out the cells in blue; the cells in green will populate automatically		
Voucher size:		3
Adj. annual income:		\$30,000
Gross annual income:		
Estimated utility allowance:		\$145
Current rent amount:		\$695
Highest rent family can afford in their budget:		\$800
Does rent meet 40% rule:		\$55
Can client afford these rent prices?		Yes
Amount above baseline		\$195
Total Tenant Payment as % of monthly income		37.80%
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 by zip code <input type="text"/>	
	55011	\$2,546
	55092	\$1,884
	55112	\$1,723

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Family Preparation: Workshops

Many housing authorities have developed workshops to build skillsets in specific areas:



Housing
Search



First Time
Renters



Financial
Fitness

Family Preparation: Referring Families to External Providers

- Help families mitigate barriers by partnering with other providers for:
 - Credit building
 - Legal Services
 - Others?

Family Preparation: Application Cover Letter

- Help families gather their needed materials to submit applications
- Work with families to make an “elevator pitch” about themselves
- Have participants write a cover letter for their rental applications

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Owner
Outreach
Searching &
Applications:
Proactive
Owner
Outreach

- Reach out to owners with available, affordable units in opportunity areas that meet participants' needs
- Market new updates to the program, families' goals, and reliable customer service



Owner Outreach Searching & Applications: Unit referrals

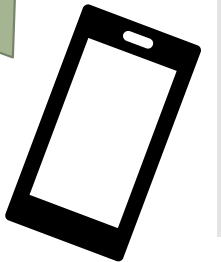
- Provide participants with leads on available units where you have already made an initial connection with the owner
- Offer to connect the participant with the owner
- Tour properties with participants

“Hello, I’ve come across these properties that I think could be a great fit for you and your family. Please let me know what you think:”

#1: [unit link]

#2: [unit link]

#3: [unit link]



Owner
Outreach
Searching &
Applications:
Ongoing
Check-ins

- Regularly check-in with participants about housing search
- Help to build and maintain motivation for participants to move to an opportunity area
- Troubleshoot any issues
- Encourage participants should they become discouraged

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Leasing-up: RFTA Filing Assistance

- RFTA paperwork is quickly and accurately fill out and then processed at the housing authority
- Establish a system to process the RFTA quickly

Leasing-up: Fast Inspections

- Schedule and conduct inspections in a timely fashion
- Establish a system to ensure inspections are completed quickly

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Post-Move Check-in: Client 1-Month Post-move Check-in

- Mitigate any issue or unmet need that could jeopardize participant's tenancy or desire to remain in the unit
- In-home check-in with participant's permission
- Provide referrals to resources discussed previously
- Conduct assessment to determine if additional follow-up is needed
- Where applicable, discuss action plan to resolve an issue or unmet need

Post-Move Check-in: Owner 1- Month Post- move Check-in

- Mitigate any issues that might jeopardize participant's tenancy
- Reach out to the owner to see if they have any concerns
- Create plan with the owner to resolve any issues identified

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Completed Search: Annual Check-in

- Check-in with participant prior to their annual lease renewal
- Identify participant's level of satisfaction with current unit and neighborhood
- Help to resolve issues or unmet needs that might threaten tenancy
- Set up another pre-move appointment for participants who need to move

Completed Search: “Open Door” Check- ins

- Assist participant with problem-solving if they reach out with an issue or unmet need
- Set boundaries with the participant about what the program can and cannot provide
- Assist participants in connecting with other PHA staff, the owner, or external resources as needed

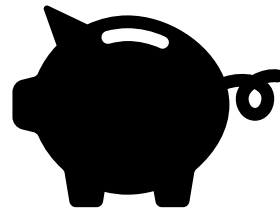
Family Financial Assistance



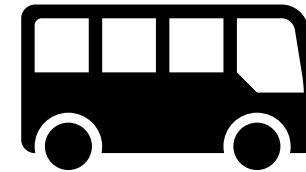
Application Fees



Security Deposits

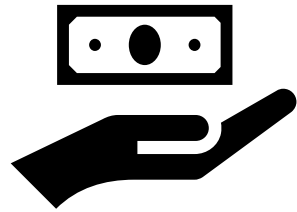


Discretionary
Fund



Transportation
Costs

Owner Incentives



Holding Fee



Lease-up
Bonus



Damage
Mitigation

Mobility- friendly Administrative Policies and Processes

- Review voucher expiration policies
- Ensure payment standards are competitive in opportunity areas
- Minimize lease-up delays

Staffing and Division of Labor

- Coach/Housing Counselor/Family Navigator/Client Advocate
 - Conduct pre- and post-move appointments
 - Offer check-ins providing emotional and technical support
 - Host workshops
 - Provide referrals to external providers
- Leasing Coordinator/Broker/Owner Liaison/Leasing Specialist
 - Conduct owner outreach
 - Offer unit referrals
 - Expedite lease-up processes
 - Host workshops
 - Conduct inspections
- Manager

Final Suggestions

- Develop your PHA's program using a logic model
- Promote a culture of support and empowerment
- Key program elements:
 - Financial support for participants
 - Personalize search assistance
 - Competitive payment standards and owner incentives

Questions & Comments

- Q&A section at the end of the webinar
- Get in touch directly: joliphant@firstpic.org