

HOPE VI Community & Supportive Services Best Practices – Resident Engagement Mobile Housing Board

Residents Attain Homeownership Goals Through FSS and ROSS Programs

Mobile Housing Board's Family Services Department has been renamed to Mobile Housing Board's Community Supportive Services Department (the Department). The HOPE VI program joined with other self-sufficiency programs to offer a self-sufficiency one stop for HOPE VI residents and other residents seeking self sufficiency. When residents visit the Department for a walk-in or scheduled appointment, they are given a short overview of other CSS programs, which includes Family Self Sufficiency Public Housing, Family Self Sufficiency Section 8 and ROSS Family and Homeownership. The overview serves as a recruitment tool to recruit HOPE VI residents to enroll in available FSS or ROSS programs.

The Department also encourages residents interested in returning to the HOPE VI site to obtain the tools necessary to achieve homeownership. A certified housing/credit counselor is located in the CSS Department to educate and counsel residents interested in homeownership and repairing or building their credit. Resident needs are discussed during the intake process, which includes program overview, intake interview, completion of an Intake Form and Needs Assessment. Once needs are highlighted, residents are referred to the appropriate service provider or member of the FSS Program Coordinating Committee.

The benefits of the one-stop are evident. Residents are enrolling in FSS programs, although this program is still under observation. Staff, building rental, equipment and utility costs have decreased.

The Mobile Housing Board received an FY 2003 \$20,000,000 HOPE VI Revitalization grant for Albert Owens/Jesses Thomas Homes.

For more information on this Best Practice contact:

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