

2011 Moving to Work Conference Report

APPENDIX C

DAY 2 PRESENTATIONS & HANDOUTS

2011 Moving to Work Conference Report

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MTW REPORT TO CONGRESS EXECUTIVE SUMMARY

REPORT TO CONGRESS

Moving to Work: Interim Policy Applications and the Future of the Demonstration



August 2010

Department of Housing and Urban Development
Office of Public and Indian Housing
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Prepared for

Congress

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August 2010

Moving to Work Report to Congress

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Executive Summary

The Moving to Work (MTW) demonstration was established to give public housing authorities (PHAs)¹ and HUD flexibility to design and test various approaches for providing and administering housing assistance that:

- 1) Reduce cost and achieve greater cost effectiveness in Federal expenditures;
- 2) Give incentives to families with children where the head of household is working, seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient; and
- 3) Increase housing choices for low-income families.

The 33 current MTW agencies² manage over 11% of all public housing units and near 13% of all vouchers. Combined, they receive roughly \$2.7 billion in voucher funding, \$730 million in public housing operating funds and \$380 million in capital funds.

MTW was legislated in 1996³, implemented in 1999 and is set to run until the end of each participating a 2018 fiscal year. Over ten years into the demonstration, it is an opportune time to assess lessons learned from the early years of the demonstration in order to shape the coming years.

The Consolidated Appropriations Act of 2010⁴ specified that, "lable for research, evaluation and program metrics and program demonstrations, the Secretary shall include an evaluation of the Moving-to-Work demonstration program." Each MTW agency implements a distinct set of activities with unique outcome measures, making the effects of MTW difficult to generalize. HUD is currently working to procure a contractor to conduct an independent, third-party evaluation of MTW, but, prior to this evaluation, the individual experiences of MTW agencies can, in many cases, already inform housing policy. With this challenge acknowledged, this interim report will address two questions:

1. How can MTW inform major policy debates, such as rent reform and streamlining housing authority operations, based on the data available?
2. What have we learned about participating agencies' abilities to implement MTW activities, in order to help inform selection of future MTW participants?

MTW provides unprecedented insight into alternative methods of providing housing assistance. By prolonging the demonstration and doubling the number of participating agencies, the housing industry stands to learn even more from this unique resource.

Policy Applications

This report summarizes how MTW informs each of four key policy areas by examining case examples and existing research. While this report does not attempt to synthesize and analyze all available data

1 The terms "PHA" and "agency" are used interchangeably throughout this report.

2 See Appendix A: List of Participating MTW Agencies.

3 See Appendix C: MTW Authorizing Legislation.

4 Public Law No: 111-117

and the examples and research provided are by no means considered exhaustive, this report identifies promising policies and practices, as well as concerns raised, based on the information available.

Preserving and Revitalizing Public Housing

Several MTW agencies have used MTW flexibilities to preserve public housing and replace decaying housing stock with modernized, mixed-income communities. These agencies have been able to improve the physical landscapes of their communities while providing more housing options for low-income families by:

- **Pursuing greater capital development and portfolio goals with funding flexibility.** MTW agencies have been able to pursue more ambitious development activities and engage in more strategic long-term capital planning as a result of MTW funding flexibility.
- **Developing localized mobility policies to increase housing choice for recipients of rental assistance.** The preexisting deconcentration statute for all traditional PHAs⁵ has proven difficult and expensive to administer. MTW PHAs have been able to adapt locally-informed resident choice and opportunity policies, which are streamlined to more effectively transform and revitalize their communities.
- **Preserving public housing with project-based assistance.** MTW agencies have leveraged considerable funds to preserve and maintain public housing by converting their public housing units to project-based assistance. Their experiences inform the Preservation, Enhancement, and Transformation of Rental Assistance Act (PETRA),⁶ which would support a streamlined conversion to longer-term project-based contracts similar to the project-based vouchers that MTW agencies use.

Though the flexibility afforded to MTW agencies allows them respond quickly to portfolio needs and local market conditions, the relocation of residents and the stability of leveraged funding sources should be taken into consideration.

Streamlining Housing Assistance: Using MTW to Increase Cost-Effectiveness of Federal Expenditures

While conclusive impacts of many MTW activities, particularly as they relate to residents, cannot yet be known, some of the most compelling MTW results to date are those regarding housing authority operations. MTW housing authorities have been able to more efficiently allocate resources and engage in strategic long-term planning by:

- **Allowing agencies to combine funds.** MTW agencies do not receive an allocation of funds by virtue of participating in MTW; rather, they receive funds from the traditional three primary funding sources (Housing Choice Voucher, public housing capital and public housing operating funds) and are able to allocate the funds interchangeably for activities approved under MTW. Combined funds are easier to manage and provide an opportunity to explore development and other activities that may require sizable initial investments. HUD would need to further explore how combined funds would function in accordance with other federal requirements and institute

5 Section 16(a)(3)(B) of the 1937 Act as added by QHWR of 1998 and 24 CFR 903.2

6 http://portal.hud.gov/portal/page/portal/HUD/fy2011budget/signature_initiatives/transforming_rental_assistance/documents/PETRABillText%202010-05-11.pdf

protections to ensure that PHAs are serving as many or more families when they combine funds, before cautiously expanding this authority to other PHAs.

The primary concern regarding combined funds is whether housing authorities continue to serve the same number of families when they are permitted to use funds for purposes other than housing assistance. While there is a risk of relatively low utilization rates and high levels of reserves, most MTW agencies have actually served substantially more families than they would have been able to serve without MTW by streamlining operations and using accumulated funds to administer new assisted housing units.

- **Streamlining housing authority operations.** MTW agencies have utilized a host of administrative flexibilities to reduce unnecessary costs and labor for both residents and PHA staff. Many of these flexibilities have significantly reduced administrative burden and allowed participating agencies to more efficiently provide housing assistance. Some of the most promising streamlining flexibilities include:
 - **Simplifying Housing Quality Standard (HQS) inspection protocols.** Outside of MTW, all HCV units must be inspected prior to occupancy by tenants and before the anniversary of the occupancy date in each subsequent year. PHAs devote considerable resources to inspecting units that regularly adhere to HQS standards, and have no flexibility to cluster inspections efficiently. MTW offers agencies a number of flexibilities designed to streamline the HQS inspection process, including targeting higher-risk units with risk-based inspections, allowing landlords to self-certify that units meet inspections and modifying inspection dates to allow for efficient groupings. These policies have resulted in considerable administrative and cost savings for agencies.
 - **Developing local wait list policies.** MTW agencies are permitted to merge wait lists between developments and programs, create special-purpose and additional site-based waiting lists, and develop localized tenant selection procedures. These flexibilities enable them to adapt their waitlists to their portfolios and to more efficiently transition tenants off of waitlists and into unoccupied units.

These represent only two of many possible ways to streamline housing authority operations. Further exploration would likely reveal many ways in which more operations could be streamlined to reduce costs for the agency without negatively impacting residents. However, if streamlining flexibilities were to be expanded to other housing authorities, it would be important to explore the compatibility of these reforms with other programs so that housing authorities do not take on greater administrative burden to administer parallel systems with streamlined procedures for some families and traditional procedures for others.

Rent Reform: Streamlining and Encouraging Self-Sufficiency through Alternative Rent Structures

The experiences of MTW agencies have demonstrated that streamlining the rent calculation process may help alleviate administrative burden on housing authorities and residents without adversely impacting residents by:

- **Reducing recertification frequency for fixed-income households.** For elderly and disabled households living on fixed incomes, the only annual adjustment to income is typically the cost of living adjustment, which can be easily calculated by the PHA without administering the entire recertification process. MTW agencies have found that recertifying these households every two or three years, with only an automated cost of living adjustment in interim years, substantially reduces administrative burden.

HUD has already issued related guidance by requiring use of the Enterprise Income Verification (EIV) system in all assisted housing programs (including MTW). EIV has saved hundreds of thousands of federal dollars by increasing the accuracy and efficiency of income and rent determinations and reducing incidents of under- and unreported household income. Reducing recertifications for fixed-income households would allow PHAs to further realize the benefits of automating income recertifications where possible.
- **Eliminating or simplifying the earned income deduction.** The current disregard policy⁷ has imposed a significant administrative and financial burden on agencies that attempt to implement it. Income exclusion policies that encourage self-sufficiency can be simplified while keeping the original goals intact in order to prevent unnecessary burden on the PHA and residents.
- **Ignoring some or all of asset income.** Asset income refers to non-earned income, such as interest, dividends, or income derived from other investments. These sums are small, if they exist at all, and are extremely difficult to verify in a timely and cost effective way. The exclusion or limitation of asset income in tenant rent calculations allows agencies to save considerable time and labor costs without significantly altering the amount of rental income they receive from residents.
- **Replacing medical and child care deductions with a standard deduction.** These deductions require extensive documentation and verification, which is time-consuming and labor-intensive for PHAs and residents, and often provide only minimal savings for the tenant. A standard deduction set at a sufficient level and coupled with a hardship policy potentially reduces or eliminates the need for obtaining this documentation.

MTW has shown that alternative rent structures may have positive self-sufficiency outcomes for residents. However, because the rent reforms implemented under MTW vary greatly and were not implemented with a controlled experimental methodology, further exploration is needed to determine which aspects of these rent reforms could be recommended for all PHAs. Any potential rent model should attempt to encourage self-sufficiency and accurate reporting of income, but also ensure that tenants are not unduly burdened. Research suggests that a hybrid rent structure, which combines streamlining efforts with a form of flat rent and a form of income-based rent, may be most promising. These models have the potential to better encourage self-sufficiency in residents and produce much-needed cost-savings in the administration of public housing and Housing Choice Voucher programs. The Cambridge Housing Authority's tiered rents, in which a flat rent is set at 30 percent of adjusted income at the lower end of each of several income bands, is an example of this model.

Even with further research, it may still be difficult to determine one single rent structure that functions best in all housing authorities. Providing housing authorities with a limited menu of rent flexibilities

7 24 CFR 960.255

similar to those provided in MTW, with protections to limit resident burden, could allow PHAs to better adapt their rent structures to their communities.

Self-sufficiency, Supportive Services and Service-Enriched Housing

MTW PHAs have used their flexibility to provide a more holistic approach to housing assistance, which combines rental subsidy with supportive services. MTW PHAs have shown that the ability to streamline operations, to combine funds between programs and to go beyond traditional public housing and voucher models of resident services can allow PHAs to more effectively encourage self-sufficiency by:

- **Building stronger partnerships with other community organizations.** As a result of their funding flexibility and leveraging ability, MTW PHAs have an enhanced ability to collaborate with local community partners and capitalize on existing community resources to formulate precise, tailored self-sufficiency programs that most effectively serve their local needs. MTW agencies can leverage their funding flexibility to supplement housing authority resources with community resources, ultimately providing more comprehensive services for residents.
- **Developing local self-sufficiency programs.** Although the current HUD self-sufficiency programs have shown signs of success, they are limited in funding and scope and provide a uniform approach to serving many distinct communities. MTW PHAs have developed ways to better incentivize self-sufficiency in residents by tailoring their self-sufficiency activities to their local community needs.
- **Providing service-enriched housing.** MTW agencies have used their project-based assistance flexibilities in partnership with local community organizations to provide service-enriched housing for homeless or other high-risk individuals and families. These populations often require extensive services in conjunction with housing assistance, but neither housing authorities nor community organizations are well positioned to provide both of these on their own.

While pairing housing assistance with supportive services may help housing authorities serve more family types (e.g., homeless and special needs families) and reduce the need for public assistance by helping residents become self-sufficient, it is important to recognize trade-offs between providing services and providing housing assistance. Without additional funding sources, the funds directed towards the provision of services may in some cases require a PHA to house fewer families. If the ability to develop locally tailored self-sufficiency programs is extended to all PHAs, it is important to consider how to ensure that the same number of families is housed. The ability of PHAs to partner with community organizations is especially important in this consideration, as leveraging community funds can allow PHAs to provide more services to residents while still maintaining the same level of rental subsidies.

Selecting for Success in MTW

While definitive outcomes of specific MTW reforms are still unclear, there is abundant qualitative data regarding the implementation of MTW programs. This report analyzes the data to determine characteristics of 'successful' MTW PHAs in terms of implementation, defined as those with the ability to make significant changes and to report on their outcomes in a way that is instructive to HUD, local

housing agencies and housing policy-makers. These characteristics were found to be resident, community and stakeholder support; responsiveness to community needs; strong leadership and evaluation capacity. Obstacles to 'successful' implementation of MTW include a lack of stakeholder support and buy-in; unrealistic goals; deep systemic issues; limited vision and staff capacity; and difficulty evaluating activities. Based on these attributes, it is possible to develop more precise selection criteria for potential MTW agencies:

- **High Performance:** While some troubled agencies have benefited from MTW, achieving high performer status in HUD reporting systems and complying with other HUD requirements are predictors of ability to effectively implement and report on MTW activities. In particular, incoming MTW agencies should have stringent financial controls so as to effectively report on combined funds.
- **Evaluation Strategy and Capability:** Incoming agencies should have demonstrated evaluation capacity, a rigorous evaluation strategy, and a commitment, as a part of the MTW demonstration, to implementing a controlled study relating to at least one policy priority.
- **Demonstrated Innovation:** Incoming agencies should be able to demonstrate that they have exceeded HUD requirements and accessed optional HUD programs that help them better serve their communities.
- **Local Support:** Resident, community, local stakeholder and local political support are necessary for successful implementation of MTW, especially when introducing new and potentially controversial reforms. Incoming agencies should provide evidence of this support.
- **Identification of Community Needs:** Incoming agencies should be able to articulate specific local needs and how MTW would be used to address community goals.
- **Balanced Distribution of MTW PHAs:** The demonstration could be strengthened by a more representative distribution of housing authorities in the program, in terms of both size and geographical location.

Expanding MTW up to twice its current size (or roughly 60 agencies) with the use of strategic selection criteria and program implementation can help demonstrate the impacts of MTW on a broader scale, with the ultimate objective of applying the most successful approaches nationwide. However, program expansion should only proceed if the newly admitted PHAs structure their programs for high quality evaluations that permit lessons learned to be generalized beyond the single PHA experience. Altering the scope of the demonstration for new participants by mandating controlled studies and other more rigorous evaluation methodologies would lend insight into a variety of areas of interest. For example, by selecting agencies committed to testing a particular rent reform or other innovation in combination with a rigorous evaluation, the addition of new agencies can help HUD learn about specific areas of interest as they arise. Moreover, by requiring improved data collection methods and evaluation strategies from the outset, incoming MTW agencies will be better positioned to significantly strengthen the existing body of data on MTW.

MTW was designed as a demonstration program and a response to the ongoing need for a sustainable public housing platform. While MTW can continue to inform the housing industry about the outcomes of various approaches, a more extensive overhaul of the public housing laws would allow all public housing authorities to experience the benefits available to MTW agencies.

PHA PRESENTATION

Breakout Discussion: Preserving and Revitalizing Public Housing

Michael P. Kelly
Executive Director
Philadelphia Housing Authority

Luci Blacburn
HOPE VI Team Leader/MTW Coordinator
United States Department of Housing
and Urban Development



Report to Congress

In August 2010, HUD published a report to Congress, *Moving to Work: Interim Policy Applications and the Future of the Demonstration*.

The topical areas of our breakout sessions mirror the topical areas in HUD's report.

This discussion will focus on *Preserving and Revitalizing Public Housing*.



Preserving and Revitalizing Public Housing

Over the past 15 years, 150,000 public housing units have been demolished and disposed of because of poor quality.

PHAs receive funds to modernize and preserve current stock in levels inadequate to undertake extensive modernization.

The MTW demonstration was born out of the need to adopt local, market-based strategies for providing assistance and the nature of public housing stock has changed in light of these urban revitalization policies.



Preserving and Revitalizing Public Housing

The goal is to discuss our efforts, as MTW agencies, to preserve and revitalize public housing and how these experiences can inform future legislative proposals.

In addition to the case studies and examples in HUD's report, here are some examples of how the MTW designation has allowed the Philadelphia Housing Authority to replace its aging public housing stock with new, mixed-income communities.



Martin Luther King - 1999



Martin Luther King - Today



- Multi-bedroom townhouse units
- Off street parking
- 245 Units
 - 109 Homeownership
 - 136 Rental
- LIHTC & HOPE VI fund over half the cost of the entire development
- City Capital funds also part of mix



Richard Allen - 2000



Richard Allen – Today



- Renewal began in 1996
- Completed in 2003
- 408 new homes
- Includes a 5-story, 80-unit complex for seniors
- Site once held over 1,300 units
- \$91.2 million investment
- Funding includes HOPE VI, Public Housing Capital Funds, City Capital funds, private equity & private activity bonds

Greater Greys Ferry Estates - 2002



Greater Greys Ferry Estates - Today



Complex finance mix:

- General purpose government bonds
- Private activity tax exempt bonds
- LIHTC generated by private activity bonds
- Strategy generated a total of \$195 million

Mantua Hall - 2007



Mantua - Today



Phase I - 50 units

- TDC \$17.8M
- Equity \$9.5M

Phase II - 51 units

- TDC \$17.4M
- Equity \$5.4M

Preserving and Revitalizing Public Housing

- A. Using MTW flexibility, what policy changes have your agencies made that has enabled it to:
- Pursue greater capital development and portfolio goals
 - Develop localized mobility policies to increase housing choice
 - Preserve public housing with project-based assistance



Preserving and Revitalizing Public Housing

- B. Have the changes been successful in meeting one or more of the MTW statutory objectives?
- If yes, how can you document/prove this?
 - If no, why? And, what was learned from the experience?



Preserving and Revitalizing Public Housing

- C. As a result of what we've learned, what changes can we recommend to the Secretary, Congress, and the industry for expansion to all PHAs?



Preserving and Revitalizing Public Housing

- D. What policies do we think still need more research/testing before an assessment can be made?



Preserving and Revitalizing Public Housing

- E. What statutory, regulatory, and/or policy modifications would be needed to effectuate the recommended changes?

Time permitting



CHA PRESENTATION

Data Collection, Evaluating MTW Activities, and Developing Baselines and Benchmarks

Presenters:
 LaRae Baumann, Project Analyst
 Tomico Evans, Family Support Manager/Interim Client Services Director

Moving Forward
 Families Advancing to Self-Reliance

With housing, there's a way...

CHA Charlotte Housing Authority

Moving Forward
With housing, there's a way...

Presentation Outline

- I. Introduction
- II. Program Inception, Implementation, and Evaluation
 - a. Developing Benchmarks
 - b. Developing Baselines
 - c. Data Collection and Evaluating Activities
 - d. Continuous Improvement Processes
- III. Comments & Questions

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Why Are Setting Benchmarks, Baselines, Gathering Data, and Evaluating Activities Significant?

```

    graph TD
      A[Develop New Programs] --> B[Evaluate Effectiveness]
      A --> C[Monitor Progress]
      B <--> C
    
```

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Why Are Benchmarks Important?

- **Benchmarks are goals!**
- **Benchmarks are targets!**
- **They help to confidently measure and report on both progress and effectiveness of your programming!**

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Initial Measures

- 1. Successful Move-outs**
 - Increased Incomes
 - Improved Credit
 - Stable Employment
 - Improved Knowledge of Community Resources
- 2. Obtain Employment**
 - Employment Barriers ID'd
 - Skills/Training Obtained
 - Employment Obtained

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Moving Forward
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Initial Measures

- 3. Youth Academic Development**
 - Improved Graduation Rates
 - On Grade Level Performance
 - Decreased Truancy
 - Increased Post-Graduate Activity
 - Improved CHASF Participation
- 4. Community Development**
 - Maintain Moving Forward Standards
 - Maintain Equality
 - Create Environments Conducive to Change
 - Increase CHA Success *within* Community

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Developing Baselines

- ❖ Setting the baseline for each measure is really important because it sets the point at which you started.
- ❖ Without a baseline you cannot accurately judge the effectiveness of the measure.

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Original Metrics

Used during January 2009 – September 2009

Measure	Year 1	Year 2	Year 3	Year 4	Year 5
Decrease minimum renters	10%	50%	75%	75%	75%
Increase working households	10%	30%	50%	60%	60%
Number of customers employed 15+ hrs/week (PT)	50%	75%	100%	100%	100%
Number of customers employed 30+ hrs/week (FT)	50%	75%	100%	100%	100%
Wage progression-Aggregate by site	2.5%	2.5%	2.5%	2.5%	2.5%
Increase positive graduation move outs	50%	50%	50%	50%	50%

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Initial Data Collection Format

Used January 2009-September 2009

Annual Performance Goals	Baseline	YTD Milestone (Goal)	YTD Actual of Goal	YTD % of Goal Attained	Annual Y1 Goal	% of Y1 Goal Attained
Number of increased working households annually	36	1/qtr	54	135%	36	103% (37)
Number of customers employed 15+ hrs/week (PT)	13	3/qtr	38	165%	20	80% (16)
Number of customers employed 30+ hrs/week (FT)	23	5/qtr	16	40%	35	60% (21)
Percent of increased earned wages at sites	0% (\$14664.00)	\$92/qtr	\$19,503	127%	\$15,030	70% (\$10592)
Percent of Tier 3 families who move into non-assisted housing	0% (5)	1/qtr	0	0%	8	50% (4)
Percent of CHA HS Seniors graduating with a HS diploma annually	CMS data pending	N/A	N/A	N/A	N/A	N/A
Percent of HS grads entering post secondary education annually	CMS data pending	N/A	N/A	N/A	N/A	N/A
Percent of CHA students complying with CMS attendance policies annually	CMS data pending	N/A	N/A	N/A	N/A	N/A
Percent of families participating in positive community wide activities (workshops, volunteering, trainings, community watch programs)	29% (23)	9/qtr	30	94%	32	106% (34)

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Program Metrics-Adult

Used October 2009 - Present

Adult Measures	COHORT Year 1	Tier 1	Tier 2	Tier 3	Site	COHORT Year 2	Tier 1	Tier 2	Tier 3	Site	COHORT Year 3	Tier 1	Tier 2	Tier 3	Site	COHORT Year 4	Tier 1	Tier 2	Tier 3	Site	COHORT Year 5	Tier 1	Tier 2	Tier 3	Site
Decrease minimum renters	5%	10%	10%			10%	10%	20%			10%	20%	30%			15%	30%	40%			20%	40%	50%		
Increase working households	5%	10%	10%			10%	10%	20%			10%	20%	30%			15%	30%	40%			20%	40%	50%		
12+ Mos Job retention	10%	40%	75%			15%	50%	80%			20%	60%	80%			25%	70%	90%			25%	70%	90%		
Income progression-Aggregate by site					20%					27%					34%					41%					48%
Increase positive graduation move outs by site					12%					15%					18%					23%					30%
Number participating in positive community activity (workshops) by site					60%					65%					70%					75%					80%

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Program Metrics – Youth

Effective August 2011

Youth Measures	SY* 11-12	SY* 12-13	SY* 13-14	SY* 14-15	SY* 15-16
Percent of CHA students enrolled in CIS will be promoted to next grade level	80%	81%	82%	83%	84%
Percent of CHA students enrolled in CIS will have an average daily attendance of 90% or above	80%	81%	82%	83%	84%
Percent of CHA students enrolled in CIS will graduate with HS diploma by site	85%	85%	85%	85%	85%
Percent of CHA students enrolled in CIS will apply for the CHASF by the deadline	90%	91%	92%	93%	94%
Percent of CHA HS graduates enrolled in CIS who apply to post secondary education (college,univ,military)	80%	82%	84%	86%	88%

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Master Tracking System Overview

1. Collect EOM's on the 5th of each month
2. Corrections made and submitted to Project Analyst by 10th of each month
3. Active and Closed Data is copied into MTS workbooks
 - a. copied data entered on the active and closed tabs are linked to fields with formulas on output tabs
 - b. raw data is automatically generated by cohort, tier, and measure – as well as counts to assist in generating reports.

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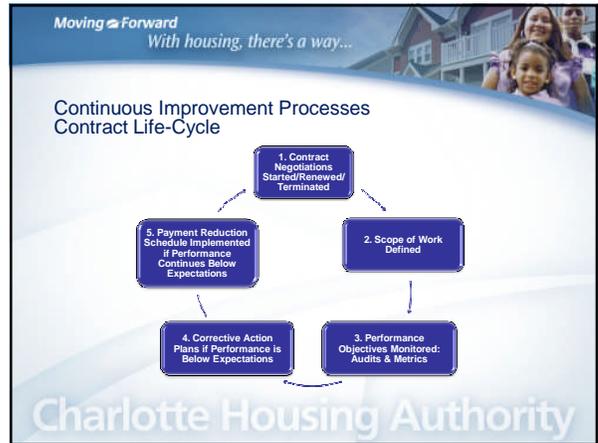
Vendor Performance Snapshot - Detail Report

Vendor	Program/Site	Cohort Program Year at Site	Tier Level at Site	Number in Tier/Cohort	Increase Working Households			% of Goal Attained	Indicator Points
					Baseline	YTD Actual	Aggregate Goal		
Agency A	Moving Forward/FSS								
	Pilot Group A	2	2	9	8	8	8	100%	
	Enrolled: 29	3	2	15	12	12	14	86%	
	Total Population: 29	3	3	5	4	4	5	80%	
	Overall				24	27	27	89%	3

Annotations:
 - Cohort indicates the enrollment year and tells us how long they have been in the program.
 - Tier Level indicates the level of need for each family - Scale of 1 to 4.
 - Measure from Program Metrics Chart.
 - YTD Actual is divided by Aggregate Goal to determine the Percent of Goal Attained - which then is given a color and point value.

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- ### Continuous Improvement Processes
- Services to be provided within the framework of a [System of Care](#).
 - Individual [Family Support Teams](#) assembled to work with families to ensure needs are met.
 - Coordination of services be consistent with the [Wraparound Approach to Planning](#).
 - Highly [Collaborative](#)
- Charlotte Housing Authority



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Questions or Comments?

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CHA HANDOUT - REPORT TRACKING TERMINOLOGY

Performance Based Reporting and Tracking Terminology

Aggregate – Combined total of site – not individual. Used in relation to performance goals and metrics to determine the performance of a cohort-tier group, and overall site performance.

Baseline – Initial data documented at the start the project or after tracking methods change as projects evolve. Used for comparison and to measure progress towards goal.

Benchmark – Target or standard of what you want to accomplish over set time period to determine success – Ours are set annually.

Cohort- Identifies the number of years a family has participated in supportive service programming. The enrollment or cohort year is adjusted at the start of each fiscal year (April-March schedule).

Goal- “...the end toward which effort is directed”, 2011, Merriam-Webster....Also referred to as benchmark or target.

Metric – A standard of measurement – We use percent and depending on the measure – look for an increase or decrease over the baseline. Although annual, we monitor performance on a monthly, quarterly, bi-annual and annual basis.

Outcome- results of metric – performance based measure, able to show performance and/or achievement. It may be associated with the process, or the output....quantification of performance.

Output – A count of number of occurrences – Processes deliver outputs so what pops out at the end of a process is an output – these can be seen, felt, or moved about....also called deliverables.

Tier – Identifies the resident’s level of needs, given a numerical score of 1 to 4. 1 being having the most needs, 3 having the least level of need, and 4 which indicates senior or disabled household.

CHA HANDOUT - PERFORMANCE DETAIL CALCULATIONS & FAQ

CHA Master Tracking System Performance Detail FAQ's

Q: Where do you get the numbers shown in the Tier-Cohort Column?

A: We take the number off the most recent EOM of the report period in review by sorting by Cohort and then sort this listing by the Tier – separating out the 1, 2, 3 and 4's.

Q: How do you calculate the baseline?

A: During the 3rd quarter of FY10-11, CHA worked with UNC-CH to develop a tracking system which

- a) Streamlined all reporting and programming
- b) Accounted for program attrition
- c) Tracked progressions (Cohort/Enrollment Year – start of each new FY)
- d) Accounted for each family's unique levels of needs (Tier)

This was implemented through the development of our Master Tracking System – which includes the use of the most current EOM template, and new metrics by all contract vendors and in-house staff. As a result of the changes, baselines were reset to account for the changes made to our data collection process. The baselines reported in the Board of Commissioners CRC Bi-annual Update report resets the baseline data from the data reported during the 4th quarter of FY10-11 for all of our supportive services programming. This is why when reviewing the Oct '10 – Mar '11 baseline, they match the YTD actual columns. The baseline was the YTD actual performance.

Q: I see a lot of columns and numbers on the performance detail – what am I looking at?

A: The performance detail was a report designed to give in-house program supervisors and contract managers a detailed look at their staff and vendors performance for that report period.

For each measure listed at the top (Increase Working Households, Job Retention, etc) there are five (5) columns below, which include: a column for baseline, YTD actual, the aggregate goal, the % of goal attained and a column for the indicator point value. So for each measure we look at these 5 items to determine performance.

Q: How do you calculate the aggregate goal?

A: We first look to the Tier and then the Cohort column – this tells us what metric to use from the program metric table. Once this is determined we multiply the baseline by the metric – this then provides us with a number. This number is then added back into the baseline to give us our annual goal/target/benchmark.

For example: Baseline for increase working households for those who are 2-2 is 13 residents. Referring to the program metric table, find the measure, find the cohort (2), and find the tier (2). This tells us that the metric is 10%. I now take the 13 (10%/.10)=1.3...this equals 1 (we always round down to account for real people to prevent exceeding the total population) 13+1 =14. This is the Aggregate goal.

CHA Master Tracking System Performance Detail FAQ's

Q: How do you determine the percent of goal attained?

A: Because the measures are based on site performance they are aggregate – so we have to add or sum up the YTD actual columns and the aggregate goal columns for each measure. We then divide the two to give us our percent of goal attained – this then results in a percentage which is given a color and point value.

90-100% = green, 4 pts

80-89% = yellow, 3 pts

70-79% = orange, 2 pts – Great Concern

60-69% = red, 1 pt – Exceptional Concern

All contracts which have been in effect since April 2011 are streamlined to match the performance metrics and indicators. Any new contract or extensions will include said metrics and indicators.

Housing Authority of the County of San Mateo (HACSM)

Data Collection, Evaluating MTW Activities, and Developing Baselines and Benchmarks

HACSM's Research Strategies for the MTW Program

- ◇ Linking all MTW activities to the MTW Program goals
 - Administrative efficiencies and cost savings
 - Increasing housing choice
 - Increasing participant self-sufficiency
- ◇ Designed the MTW activity and research simultaneously (as much as possible)
- ◇ Designed the MTW activities to show that there could be “another way” or “better way”
- ◇ Designed research to provide proof of the validity of our claim/theory (or provide the basis of discussion if the results did not meet expectations)

When determining the expected purpose/outcome of the activity:

<i>Questions we asked ourselves:</i>	<i>Methods of measuring:</i>
How to assess administrative costs?	<ul style="list-style-type: none"> • Monitoring staff costs • Monitoring operational costs
How to assess processing time?	<ul style="list-style-type: none"> • Job function study (staff time study) • Process study
How to assess improved performance or accuracy on staff level or agency level?	<ul style="list-style-type: none"> • Quality Assurance results • Budget monitoring
How to assess tenant progress?	<ul style="list-style-type: none"> • Increase in employment income (or reduction in government assistance) by tenant • Increase in savings • Participation/Completion of training programs
Increase in affordable housing choices?	<ul style="list-style-type: none"> • New building • Rehab projects • Migration of participants within County

HACSM Research examples:

1. Biennial Inspections

Baseline (established FY10)	Benchmark	Metric
HACSM has 4023 vouchers that require annual inspections under the current system.	Reduce the number of annual inspections by 1800	Compare number of annual inspections before and after the new initiative
On average, it takes 62 minutes (249,426 minutes or 4,157 hours annually) in total to complete each annual inspection, including travel time.	Save 1,860 hours of staff time annually	Conduct time study to ensure sufficient time is spent to produce quality inspections
On average, HACSM has \$6.57 in direct material costs per inspection or \$26,431.11 annually.	Save \$11,826 in direct costs	Compare direct costs before and after the new initiative
Owner outreach/education. Situated in one of the costliest rental markets, HACSM recognizes the need to expand its effort in owner outreach and education in order to assist program participants in locating suitable units in the county. Due to the high number of cases per housing specialist, currently, almost all of the staff time is devoted to conducting inspections (annuals, interims, and move-ins), leaving very little time to implement a comprehensive owner outreach and education program.	HACSM expects to implement an owner outreach and education program that includes: (1) Semi-annual owner information workshops, (2) 6 field visits to owners (new and existing) per month, (3) Entering at least 16 new comparables per month in the HACSM rent reasonableness data base	Compare the number of owner information workshops, field visits to owners, and track new rent reasonableness inputs before and after implementation of the new initiative

2. Biennial Recertification for Disabled/Elderly Households

Baseline (established FY09)	Benchmark	Metric
Of 4023 reexamination appointments processed annually, approximately 48% of the households qualify as Elderly/Disabled households.	HACSM expects to see a 24% reduction in the total number of annual reexaminations. In FY10, HACSM expects to recertify approximately 965 fewer households.	Comparison of the amount of time spent to process annual reexaminations before and after new program implementation.
On average, HACSM staff spend 84 minutes per file to complete reexamination appointments and applicable paperwork. Each HACSM staff member responsible for reexaminations spends 513 hours on annual reexamination processes.	HACSM expects to save 122 hours (965 households at 84 minutes per file) per staff member annually.	Comparison of the amount of time spent to process annual reexaminations before and after new program implementation.
Direct costs associated with processing annual reexaminations, on average, are \$322,014.00	HACSM expects an \$80,504 cost savings as a result of this initiative.	Comparison of direct costs before and after implementation.

Time Study/Cost Study

- Gather as much data as you can from the start
 - Biennial Inspection Activity information gathered
Inspector
 - Participant Information
 - City
 - Unit Type
 - Bedroom size
 - Inspection Date
 - 2nd Inspection Date, if rescheduled
 - # of Rechecks
 - Time required to complete the inspection (Time In : Time Out)
 - Time required to complete the re-inspection (Time In : Time Out)
 - Time required to complete 2nd re-inspection (Time In : Time Out)
 - Number of “No shows”
 - Travel Time
 - Mileage
 - # of Phone calls
 - Biennial Recertification Activity information gathered
Housing Occupancy Specialist
 - Participant Info
 - Appointment Date
 - 2nd Appointment Date, if rescheduled
 - “No show?”
 - Time to complete interview (Time In : Time Out)
 - Verifications required (Y:N)
 - Income Verification
 - Medical Expense Verification (# needed)
 - Disability Assistance Expense Verification (# needed)
 - Child Care Expense Verification (# needed)
 - Asset Verification (# needed)
 - Time to complete Annual Income Calculation
 - Date file sent to Office Assistant
 - # of Phone Calls
 - **Office Specialist**
 - Housing Occupancy Specialist
 - Income Verifications Sent (per file)
 - Med Expense Verification Sent (# per file)
 - Disability Assistance Expense Verifications Sent (# per file)
 - Child Care Expense Verifications Sent (# per file)
 - Asset Verifications Sent (# per file)
 - Time to complete verifications (per file)
 - # of Phone Calls
 - Data entry Action type
 - Time to complete data entry
 - Time to complete NOC
 - Date received from HOS for processing
 - Date file returned to file room
- Make it as easy as possible for your staff to complete (auto fill as much as possible)
- The time study is for a limited period of time (1 month, 2 weeks, etc.)
- All staff are represented (not *just* the high performers, or the methodical)
- Make sure it is at a “normal” time in the year – not during the holidays or high vacation periods
- Make sure it is a random (and representative) sample

- Using the data collected, you can then extrapolate out to the entire program

Analysis of costs to complete Recertification					
	Original FY09 Baseline	FY10 (w/file update)	FY10 (w.Bien Sch)	FY10 (w Bi Sc&Min/File Update)	Results
# of Vouchers	4023	4023	2980	2980	
Min / file	84	69	84	69	
Annual Min	337932	277587	250320	205620	
Min/Hr	60	60	60	60	
Annual Hrs	5632.2	4626.45	4172	3427	
# of HOS's	11	11	11	11	
Ann Hr/HOS	512.02	420.59	379.27	311.55	
Ann Hr/HOS	512	421	379	312	200
FTE (2080-Non-working hours)	1776	1776	1776	1776	# of hours saved per staff member that were reallocated to participant self-sufficiency activities
% of Time for Recert	29%	24%	21%	18%	
Annual Wage+Ben Cost / HOS	\$97,580	\$97,580	\$97,580	\$97,580	
% of Time for Recert	30%	24%	21%	18%	
Cost for Recerts	\$29,274	\$23,419	\$20,492	\$17,564	
# of HOS's	11	11	11	11	
Annual Cost/HOS	\$322,014	\$257,611	\$225,410	\$193,208	\$128,806
Cost/file	\$80.04	\$64.03	\$75.64	\$64.84	Note: The annual cost savings indicated here were off-set by increasing payroll costs and additional allocations to QA activities
		\$16.01	\$4.40	\$15.21	

Challenges and Lessons Learned:

- Interpreting and reporting on the results
- Measuring the forest or the trees? (Activity overlap)
- Old vs. New Activities
- Data monitoring
- Use the tools that you already have in place
 - Information from your housing program database (Yardi, Emphasys, Tenmast, etc)
 - Information already collected via Quality Assurance Departments
 - Tracking logs: RTA, Waiting List, Voucher utilization, etc.

For additional information, contact:

☉ Jennifer Rainwater, MTW Project Manager
 (650) 802-3358
jrainwater@smchousing.org

Non-elderly Disabled (NED) Vouchers

1

What are NED vouchers?

- Special purpose vouchers awarded to PHAs to serve non-elderly disabled families, including:
 - One-year Mainstream vouchers
 - Designated Housing/ Certain Development vouchers
 - Project Access vouchers
 - FY 2009 NED Category 1 and Category 2 vouchers

NED Category 2 Vouchers:

- Special NED vouchers that enable NED families currently residing in nursing homes or other healthcare institutions to transition to the community.
 - Awards were announced on Jan. 6, 2011, effective Feb. 1
 - 948 vouchers awarded to 28 PHAs in 15 states
 - PHAs identified a partnering resource agency to provide referrals and supportive services

2

Who is eligible for a NED voucher?

- Families whose head, spouse or sole member is:
 1. Non-elderly: between the ages of 18-61 (when HAP contract is effective); and
 2. A person with a disability: as defined under 24 CFR § 5.403
- Families with only a minor child with a disability are **not** eligible.

Who is eligible for a NED Category 2 voucher?

- Non-elderly disabled families who are:
 1. Transitioning from a nursing home or other health care institution, AND
 2. Will be provided the services needed to live independently in the community.

3

What are the rules/requirements?

Issuing NED Vouchers

- NED vouchers may only be issued to eligible non-elderly disabled families from the PHA's HCV waiting list.
- The PHA does not need to establish a preference in order to serve these families ahead of other families on the PHA's waiting list.

Reporting

- The PHA must report NED vouchers into PIC with the code NED entered on line 2n of the Family Report (50058).
 - Category 2 vouchers must be reported as NHT (Nursing Home Transition)
- The PHA must record NED vouchers in the Voucher Management System (VMS) in the NED column.

4

Rules/Requirements Cont.

Turnover

- Upon turnover, NED vouchers must be re-issued to non-elderly disabled families on the PHA's waiting list.
- Category 2 turnover:
 - Category 2 turnover vouchers must be re-issued to eligible Category 2 families to the extent possible
 - If a there is no Category 2 family on the waiting list or ready for immediate referral to the waiting list, the voucher must be issued to the next non-elderly disabled family on the waiting list.
 - If this happens, the PHA should reach out to the partnering agency so that the next non-elderly disabled voucher that turns over can be issued to a Category 2 family.
- PHAs must always maintain their baseline number of NED vouchers

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Notice PIH 2011-32 (NED Notice)

- The Frank Melville Supportive Housing Investment Act of 2010:
 - Upon turnover, all vouchers for NED families received pursuant to appropriation Acts for fiscal years 1997 through 2002, or any other subsequent appropriations, must remain with NED families to the maximum extent possible.
- PIH 2011-32 was issued on June 12, 2011
 - Requires PHAs to serve the number of NED families for which it received awards since 1997
 - Provides instructions to PHAs on reestablishing and reporting these vouchers
- Approximately 55,000 vouchers for NED families have been awarded to PHAs since 1997

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NED Voucher Awards since 1997

NED Vouchers	1997-2003	FY2008	FY2009	FY2009	TOTAL
Project Access	420				420
Mainstream One-Year	9,758				9,758
Certain Developments and Designated Housing	37,147	2,497			39,644
NED Category 1			4,321		4,321
NED Category 2				948	948
TOTAL	47,325	2,497	4,321	948	55,091

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Family Unification Program (FUP) Fact Sheet

What are family unification vouchers?

Family unification vouchers are made available to families for whom the lack of adequate housing is a primary factor in the separation, or threat of imminent separation, of children from their families or in the prevention of reunifying the children with their families. Family unification vouchers enable these families to lease or purchase decent, safe and sanitary housing that is affordable in the private housing market.

How can families obtain family unification vouchers?

Interested families should contact their **local PHA**.

What organizations are eligible to apply for family unification program vouchers?

PHAs authorized under state law to develop or operate housing assistance programs may apply.

How do PHAs apply for voucher funding from HUD?

Public Housing Agencies (PHAs) respond to notices of funding availability (NOFAs). Each NOFA identifies allocation areas, amount of funds available per area and the selection criteria for rating and ranking applications.

What families are eligible to apply for the family unification program vouchers?

Families are eligible for these vouchers if they meet two conditions:

- The public child welfare agency (PCWA) has certified that this is a family for whom the lack of adequate housing is a primary factor in the imminent placement of the family's child, or children, in out-of-home care, or in the delay of discharge of a child, or children, to the family from out-of-home care; and
- The PHA has determined the family is eligible for a housing choice voucher.

How does a PHA determine if a family is income eligible for the family unification program vouchers?

The PHA compares the family's annual income (gross income) with the HUD-established very low-income limit or low income limit for the area. The family's gross income cannot exceed this limit.

How do families obtain an apartment once they have a voucher?

It is the responsibility of a family to find a unit that meets their needs. If the family finds a unit that meets the housing quality standards, the rent is reasonable, and the unit meets other program requirements, the PHA executes a HAP contract with the property owner. This contract authorizes the PHA to make subsidy payments on behalf of the

family. If the family moves out of the unit, the contract with the owner ends and the family can move with continued assistance to another unit.

How much rent do vouchers cover?

The PHA pays the owner the difference between 30 percent of family income and PHA determined payment standard or gross rent whichever is lower. The family may choose a unit with a higher rent than the payment standard and pay the owner the difference.

Do families have to lease a unit in the jurisdiction where the PHA issues the voucher?

No. A family may choose a unit anywhere in the United States where there is a PHA that administers a tenant based voucher program. However, the family may only use the voucher to lease a unit in an area where the family is income eligible at admission to the program.

What regulations cover this voucher?

Regulations are found in **24 CFR Part 982**.

HCV HANDOUT - SPECIAL PURPOSE VOUCHER Q&A

MTW and Special Purpose Vouchers Q&A

What are Special Purpose Vouchers?

- Special Purpose Vouchers are specifically provided for by Congress in line item appropriations which distinguish them from regular vouchers.
- Examples of Special Purpose Vouchers are:
 - Veteran Affairs Supportive Housing (VASH)
 - Family Unification Program (FUP)
 - Non-Elderly Disabled (NED)
 - Enhanced Vouchers
 - Tenant Protection Vouchers (TPV)

HUD-VASH Vouchers

What is the purpose of HUD-VASH Vouchers?

- The HUD-VASH program combines HUD HCV rental assistance for homeless veterans with case management and clinical services provided by the Department of Veterans Affairs at its medical centers and in the community.

Do HUD-VASH Vouchers qualify for fungibility under the Standard MTW Agreement?

- HUD-VASH Vouchers are not eligible for fungibility under the MTW agreement.

What are the operating requirements for HUD-VASH Vouchers?

- HUD-VASH Vouchers have separate operating requirements and must be administered in accordance with the requirements listed at www.hud.gov/offices/pih/programs/hcv/vash. The operating requirements waive and alter many of the standard HCV statutes and regulations at 24 CFR 982. Unless stated in the HUD-VASH operating requirements, however, the regulatory requirements at 24 CFR 982 and all other HUD directives for the HCV program are applicable to HUD-VASH vouchers.

Are there any operating MTW flexibilities that can be applied to HUD-VASH Vouchers?

- PHAs may submit a request to the Office of Public Housing and Voucher Programs to operate HUD-VASH Vouchers in accordance with MTW administrative flexibilities.
- The request must identify the specific MTW provisions the PHA wants to apply to HUD-VASH vouchers.
- When assessing the request the Voucher Office will consider the impact of the MTW provisions on the target population. If the MTW provisions are not detrimental to the intended population, HUD may approve the request and waive the HUD-VASH operating requirements accordingly.

- If approved to operate in accordance with MTW flexibilities the agency must update its Administrative Plan but would not be required to amend its Annual MTW Plan.
- In cases where MTW flexibilities conflict with VASH statute or NOFA requirements, the VASH/NOFA requirements take precedence over the MTW flexibility.

What are the reporting requirements for HUD-VASH Vouchers?

- PHAs must follow reporting requirements contained in Notice PIH 2010-12.
- PHAs must submit a regular HUD-50058 for HUD-VASH families using VASH as a special program code.
- If PHAs have received approval from the Office of Public Housing and Voucher Programs to operate in accordance with their MTW agreement, they can also request to submit into the MTW-50058.
- If PHAs utilize MTW flexibilities they must report on HUD-VASH vouchers and their funding separately from other vouchers under the MTW agreement in the VASH Portion of the Voucher Management System (VMS).

Family Unification Program (FUP) and Non-Elderly Disabled (NED) Vouchers

What is the purpose of Family Unification Program Vouchers (FUP)?

- Family Unification Program Vouchers are made available to families for whom the lack of adequate housing is a primary factor in the separation, or threat of imminent separation, of children from their families or in the delay in the discharge of the child, or children, to the family from out-of-home care. FUP vouchers are also made available to youths ages 18 to 21 who left foster care at age 16 or older who lack adequate housing. By statute, FUP vouchers issued to youths may only be used to provide housing assistance for a maximum of 18 months. Family unification vouchers enable these families and youths to lease or purchase decent, safe and sanitary housing that is affordable in the private housing market.

What is the purpose of Non-Elderly Disabled Vouchers (NED)?

- Non-Elderly Disabled Vouchers are designed to provide choices to non-elderly disabled residents in their transition out of elderly designated public housing, care-giving institutions or developments with a preference for elderly tenants.

Do Family Unification Program Vouchers (FUP) and Non-Elderly Disabled Vouchers (NED) vouchers qualify for fungibility under the Standard MTW Agreement?

- FUP and NED funds are not eligible for fungibility under the MTW agreement.

Do PHAs have the flexibility to operate Family Unification Program (FUP) Vouchers and Non-Elderly Disabled (NED) Vouchers in accordance with their MTW agreements?

- The NOFA language allows vouchers to be administered in accordance with MTW agreements unless MTW provisions are inconsistent with the appropriations act or requirements of the NOFA.
- In the event of a conflict between an MTW agreement and the appropriations act or NOFA language, the act and NOFA govern.
- Applicable NOFAs include FY2009 NED NOFA, FY 2008 and 2009 FUP NOFA and FY 2008 Certain Developments and Designated Housing NOFA.

What are the reporting requirements for Family Unification Program (FUP) Vouchers and Non-Elderly Disabled (NED) Vouchers?

- The HUD-50058 MTW form may be used if MTW flexibilities are applied to these vouchers.
- Special Purpose codes must be identified on HUD-50058 for FUP and NED families.
- PHAs must also report in the FUP and NED components of VMS.

What fields should agencies use to report FUP and NED vouchers in VMS?

- PHAs administering FUP vouchers under FY2008 and subsequent FUP NOFAs must report FUP vouchers leased in the “2008 and 2009 Family Unification” field in VMS. PHAs that are still administering FUP vouchers under pre-2008 FUP NOFAs must report FUP vouchers leased on the “Family Unification” field in VMS.
- PHAs report NED vouchers leased in the “2008 and 2009 Non-Elderly Disabled” field in VMS.

What fields should agencies use to report FUP and NED Vouchers into the MTW-50058?

- The fields for entering FUP and NED Vouchers are 2n & 2p in MTW-50058. HUD will provide future guidance on new code requirements for FUP.
- Two codes can be entered in each 50058.

Enhanced and Tenant Protection Vouchers

What is the Purpose of Enhanced Vouchers?

- Enhanced Vouchers are vouchers administered by the local public housing authorities used to subsidize rents for tenants facing a Housing conversion action—owner opt-outs of Section 8 project-based contracts; owner prepayment of the mortgage or voluntary termination of the mortgage insurance of a preservation eligible property (preservation prepayments).
 - HUD is required by statute to offer enhanced vouchers to families impacted by a Housing conversion action under Section 8(t) of the United States Housing Act of 1937, as amended.

- Enhanced vouchers may exceed the PHA’s ordinary payment standard used for its regular HCV program, allowing the payment standard to equal the gross rent, provided such rent is reasonable in comparison to other similar, unassisted units on the private market.
- Enhanced vouchers provide the tenant the right to remain in the unit after the conversion to market rents.
- If the family moves from the unit, the voucher loses its enhancement and becomes a regular voucher.
- Notice PIH 2001-41 provides additional detailed information.

What is the purpose of Tenant Protection Vouchers (TPVs)?

- Tenant Protection Vouchers (TPVs) are ordinary tenant-based vouchers administered by the local public housing authorities used to subsidize rents for tenants facing a Housing conversion action or HUD enforcement actions against the owner not covered by Enhanced Vouchers—termination or non-renewal of a Section 8 Project-based housing assistance payment contract, sale or foreclosure of a HUD-subsidized mortgage, or demolition/disposition of public housing under Section 18 of the United States Housing Act of 1937, as amended.
 - TPVs do not have an enhanced payment standard and the tenant does not have the right to remain, for example, because in some circumstance the condition of the property does not comply with voucher HQS. Therefore, the tenant must move in order to continue receiving assistance (unless specifically provided in statute e.g., voluntary conversions).
 - Notice PIH 2001-41 provides additional detailed information.

What types of families qualify for Enhanced and Tenant Protection Vouchers?

- Enhanced and Tenant Protection Vouchers are targeted to specific families affected by a Housing conversion action by HUD or owner action in HUD multifamily projects and public housing agencies in the case of public housing projects.
- The vouchers must be offered to specified families according to statute.

Do Enhanced and Tenant Protection Vouchers qualify for fungibility under the Standard MTW Agreement?

- Enhanced and Tenant Protection Vouchers funds are eligible for fungibility one year after a family receives the voucher. If the housing agency decides to utilize fungibility the family must still be provided assistance until the end of the initial protection period which lasts until the family moves out of the residence where the voucher was originally received or is terminated from the program.
- Once the initial protection period ends the Enhanced or Tenant Protection voucher becomes a regular voucher.

Can MTW fungibility apply to any remaining Enhanced and Tenant Protection Voucher funds after all families affected by housing conversion are provided assistance?

- All housing choice vouchers (enhanced and non-enhanced) provided in connection with a Housing conversion action are to be used first to assist the families targeted for assistance.
- Once all families impacted by the Housing conversion action have been provided a voucher, any unused vouchers may be used by the PHA to assist families on the PHA's waiting list. MTW Agencies can also include any unused Enhanced and Tenant Protection Vouchers in their MTW Block Grant.

Do PHAs have the flexibility to operate Enhanced and Tenant Protection Vouchers in accordance with their MTW agreements?

- Agencies can operate Enhance and Tenant protection Vouchers in accordance with their MTW Agreements one-year after the voucher is originally issued. Any flexibility used can not infringe on the protections applied to these families. The Enhanced or Tenant Protection status lasts until the family moves from the residence or is terminated from the program.

What are the operating Requirements for Enhanced and Tenant Protection Vouchers?

- There are no specific operating requirements.
- Policy and processing guidance is provided in Notice PIH 2001-41 and applicable statutes.

When should Agencies report Enhanced and Tenant Protection Vouchers in the MTW-50058 versus the regular 50058?

- Agencies must report Enhanced and Tenant Protection Vouchers into the regular HUD-50058 during the initial one-year term.
- After the initial one-year term if the Agency applies any MTW flexibilities to these vouchers, the Agency must begin reporting these families in the MTW-50058.

What are the reporting requirements for Enhanced and Tenant Protection Vouchers?

- The MTW-50058 has a field that enables tracking of special purpose vouchers.
- VMS describes the different special purpose voucher types so it is clear how to report expenditures under each of these programs.

What fields should agencies use to report Enhanced and Tenant Protection vouchers into the HUD-50058 and the MTW-50058?

- The field for entering Enhanced and Tenant Protection vouchers is 2q through 2u in the HUD-50058.

- The MTW-50058 does not have a specific place to note Enhanced or Tenant Protection Vouchers. Therefore, agencies can use one of the PHA use only lines, using the code EV (Enhanced Vouchers) or TPV (Tenant Protection Vouchers).

List of HCV and Public Housing Special Programs

Is there a list of special purpose programs that can be entered into the MTW-50058?

- A list of special purpose programs that can be entered into the MTW-50058 is provided below for Public Housing and Housing Choice Vouchers.

Housing Choice Voucher Special Programs include:

DHAPIK, DHAP-IKE	Conversion Voucher
DHAPK DHAP 85M	Conversion Voucher
FUP	Family Unification Program
KATHU	Katrina Temporary Housing Unit Voucher
LIT	Litigation
MFDES	Designated Multifamily Projects
MS1	Mainstream 1 year
MS5	Mainstream 5 years
MTO	Moving to Opportunity
NED	2009 Non-Elderly Disabled Voucher
NHT	2009 Nursing Homes Transitional Voucher
PA	Project Access
PHDES	Designated Public Housing
PHRR	Public Housing Relocation/Replacement
ROC	Regional Opportunity Counseling
ROSS	Resident Opportunities and Self Sufficiency
TCU	Tax Credit Unit
VASH	Veterans Administration Supportive Housing

Public Housing Special Programs include:

EDSS	Economic Development and Supportive Services Program
HOPE	Homeownership and Opportunity for People Everywhere VI Resident Service Program
PHDEP	Public Housing Drug Elimination Program
ROSS	Resident Opportunities and Self Sufficiency