

# Multifamily FSS Webinar Series

## Webinar #1

## Launching a Multifamily FSS Program

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# Multifamily FSS Webinar Schedule

<b>Date</b>	<b>Topic</b>
October 11, 2016 1:00 – 2:30 p.m. ET	Launching a Multifamily FSS Program
October 19, 2016 12:30 – 2:00 p.m. ET	Promising Practices for Running an FSS Program
October 26, 2016 1:00 – 2:30 p.m. ET	Complying with MF FSS Program Requirements

# Agenda

- **Summary**
- **Overview of the Multifamily FSS Program (resident's perspective)**
- **Lifecycle of the Multifamily FSS Program (owner's perspective)**
- **Benefits of Offering an FSS program**

# Program Summary

The MF Family Self-Sufficiency (FSS) program helps residents to increase their earnings and build assets and financial capability.

It is an optional program available to Multifamily Owners with project-based Section 8 contracts.

The program has **two key features**:

- **An escrow account** that increases as residents' earnings increase.
- **Case management or coaching** to support residents as they work to achieve their goals.

# Overview of the MF FSS Program

## Resident's Perspective

# Overview of the MF FSS Program

1. Contract of Participation
2. Case Management / Coaching
3. Escrow Account
4. Completion

# 1. Contract of Participation

- Required goals:
  - To become independent of income assistance from federal or state welfare programs for at least 12 months.
  - To seek and maintain suitable employment.
- Participants may include other goals in their contract.
- Participants have 5-7 years to achieve their goals.

## 2. Case Management / Coaching

- **Assessment / goal-setting**
- **Referrals to services**
  - **Employment / education**
  - **Financial capability**
- **Periodic check-ins**
- **Ongoing support as needed**

## 3. Escrow Account

- As earnings go up, rent goes up.
- Generally, the increase in TTP due to increased earnings goes into the escrow account.
- Two ways to access escrow
  - Completion
  - Prior to completion, to help achieve goals

# Simple FSS Calculation

Adjusted income upon enrollment  
into FSS (all from earnings)

\$1,000/mo

**TTP**

**\$300/mo**

Current adjusted income (all from  
earnings)

\$1,500/mo

**TTP**

**\$450/mo**

Monthly escrow = \$450 - \$300 = **\$150/mo**

## 4. Completion

- **Achieve your goals**
- **Access escrow**
- **Not required to leave subsidized housing**

# Lifecycle of the MF FSS Program

## Owner's Perspective

# Lifecycle of the MF FSS Program

1. Develop and submit an FSS Action Plan
2. Identify funding sources
3. Identify and train staff
4. Build partnerships
5. Recruit residents
6. Provide case management / coaching
7. Manage escrow account
8. Report to HUD

# 1. Develop and Submit FSS Action Plan

- All FSS programs must submit an FSS Action Plan to HUD for approval.
- The Action Plan describes all the FSS program's policies and procedures.
- If an owner wants to use residual receipts to pay for FSS staff or other program expenses, a request must accompany the Action Plan.
- The Action Plan and request to use residual receipts must be approved by HUD before the owner signs any contracts with FSS participants.

# Main Elements of an FSS Action Plan

- Estimate and demographics of participating families
- Expected service needs of residents
- Methods of identifying service needs
- List of FSS activities and services
- Enrollment outreach efforts and incentives to participation
- FSS enrollment and screening policies
- Program implementation schedule
- Certificate of coordination with local service providers

## 2. Identify Funding Sources

- **FSS Coordinators**
  - Residual receipts
  - No other HUD funds
  - Foundations / Volunteers / Partnerships
- **FSS Escrow**
  - Escrow deposits are offset by additional Housing Assistance Payments (HAP)

# Other FSS Costs

- Case management software
- Accounting software and staff
- Program management costs
- Program planning

# 3. Identify and Train Staff

- Owners can hire new staff, revise the job descriptions of existing staff, or contract out to a third party.
- The FSS Program Coordinator's Role
  - Conducting participant assessments and helping participants set goals
  - Building referral partnerships with service providers
  - Case management / coaching
  - Monitoring escrow accounts and disbursements
  - Reporting on program outcomes

## 4. Build Partnerships

FSS programs rely on **partnerships** with organizations in the community that provide services that residents need to achieve their individual goals.

### **Examples:**

- Employment services (resume building, job search, and job training)
- Services to build financial capability (credit counseling, financial education, banks and credit unions)
- Educational programs (basic skills development, GED preparation, and two- or four-year college courses)

## 5. Recruit Residents

- Ineligibility criteria
- Objective participant selection process
- Screening for motivation
  - Permissible factors
  - Prohibited factors include education, previous job history/performance, credit rating, marital status, # of children

# Marketing Ideas to Consider

- Providing information to residents at annual recertifications and initial occupancy
- Program participants and successful completers
- Community meetings and social events
- Door-to-door outreach and mass mailings
- Advertising in public spaces
- Flyers, brochures, and other written materials

## 6. Provide Case Management / Coaching

- **Covered earlier**
  - **Assessment / goal-setting**
  - **Referrals to services**
  - **Periodic check-ins**
  - **Ongoing support as needed**
- **Caseloads**

## 7. Manage Escrow Account

- **Develop a single escrow account**
- **Track accrued funds for each participant**
- **Report to participants**
- **Determine when participants complete their contract and can access the escrowed funds**
- **Determine access to escrow accounts before program completion**

## 8. Report to HUD

- **Multifamily FSS Reporting Tool**
  - Beginning and current educational level
  - Change in earned and adjusted income
  - Escrow account amounts
  - Other data

# Benefits of Offering an FSS Program



# Benefits for Multifamily Owners of Offering an FSS Program

- FSS programs support owners' efforts to help residents make progress toward economic security.
- FSS programs help support a mixed-income resident body.
- FSS builds loyalty and economic capacity among residents.

# Benefits of Offering an FSS Program

**Debbie Nutter**  
**The Caleb Group**

**Aaron Gornstein**  
**Preservation of Affordable  
Housing (POAH)**



# FSS & POAH's Community Impact

*FSS impacts 5 of POAH's 6 Community Impact outcome areas:*



## Stable Housing

Ensuring all residents have an opportunity to realize their goals by removing barriers to staying in their home and growing within the community.



## Community Engagement

Integrating our goals with those of the community to encourage resident leadership in support of a better quality of life in all of our communities.



## Health

Supporting access to quality healthcare for youth, adults, and seniors across our portfolio.



## Employment

Strengthening partnerships with local employers and educational institutions to support income growth for individuals and families.



## Education

Pledging to grow pathways to quality, affordable childcare, afterschool, and adult education.



## Financial Stability

Through a variety of innovative programs and partners, encouraging the use of quality financial products, financial coaching, savings and planning for the future.

# POAH's FSS Pilot Sites

*POAH's 4 FSS sites are targeting 33% participation among 300 eligible households:*



*Bay Meadows, Springfield MA*



*Heritage Village, N. Kingston, RI*



*Briston Arms, Cambridge MA*



*Hillside Village, Providence RI*

# The Caleb Group's FSS Pilot Sites

*Caleb is working to make paths out of poverty available for our residents*



**Village Heights,  
Willimantic CT**



**Pond View Village, Gloucester, MA**

Xiomarys

*The First Homeowner Graduate*

