

Emergency Housing Vouchers: Office Hours

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EHV Office Hours

June 15, 2021

Audience: Continuums of Care, Public Housing Agencies, Victim Service Providers, and other partners involved in Emergency Housing Vouchers

Purpose: Share information and provide an opportunity to ask questions to HUD related to Emergency Housing Vouchers

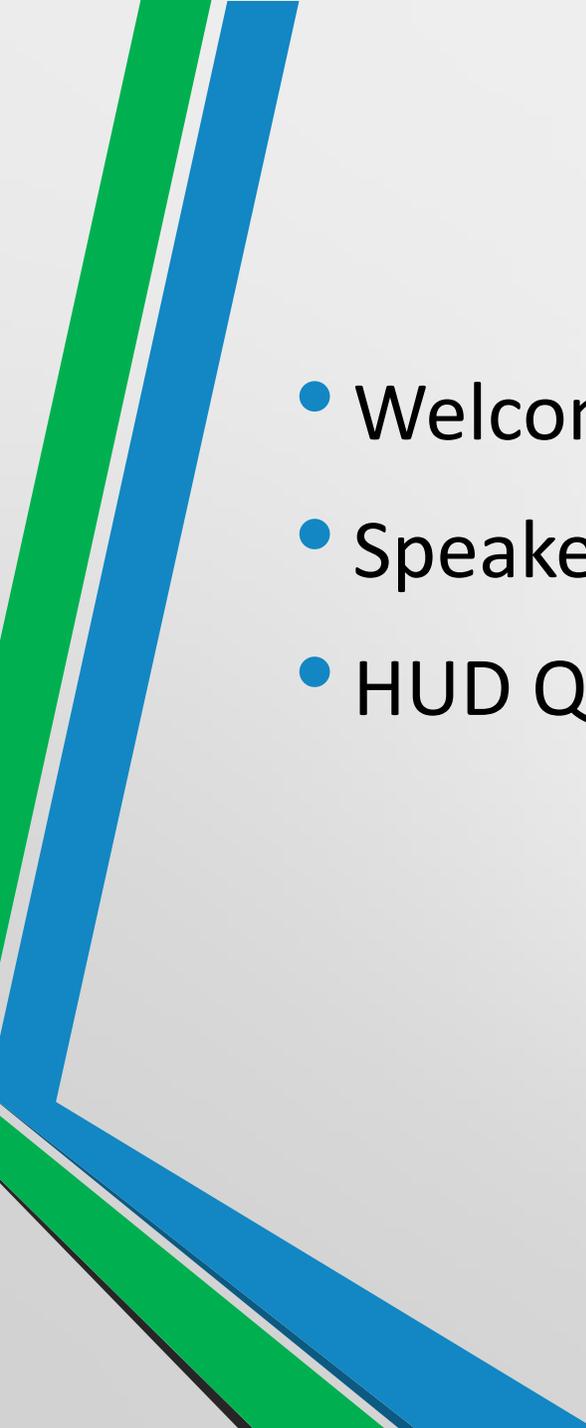
If you're experiencing homelessness and in need of assistance:

<https://www.hudexchange.info/housing-and-homeless-assistance/homeless-help/>



Office Hours Logistics

- This session is being recorded. Recording will be shared at <https://www.hud.gov/ehv>
- All participants are muted. If you are having trouble connecting your computer audio, you can call in using the following information:
 - +1 646 558 8656
 - Webinar ID: 998 7192 2141
 - Passcode: 110590
- Please submit your questions in the Q&A box
- If you are having technical issues, please use the Q&A box



Today's Agenda

- Welcome & Introductions
- Speaker Presentations
- HUD Q+A

Speakers & Resource Advisors

Department of Housing and Urban Development

David Gonzalez Rice, Special Assistant for Housing and Services, Office of the Secretary

- Office of Public and Indian Housing

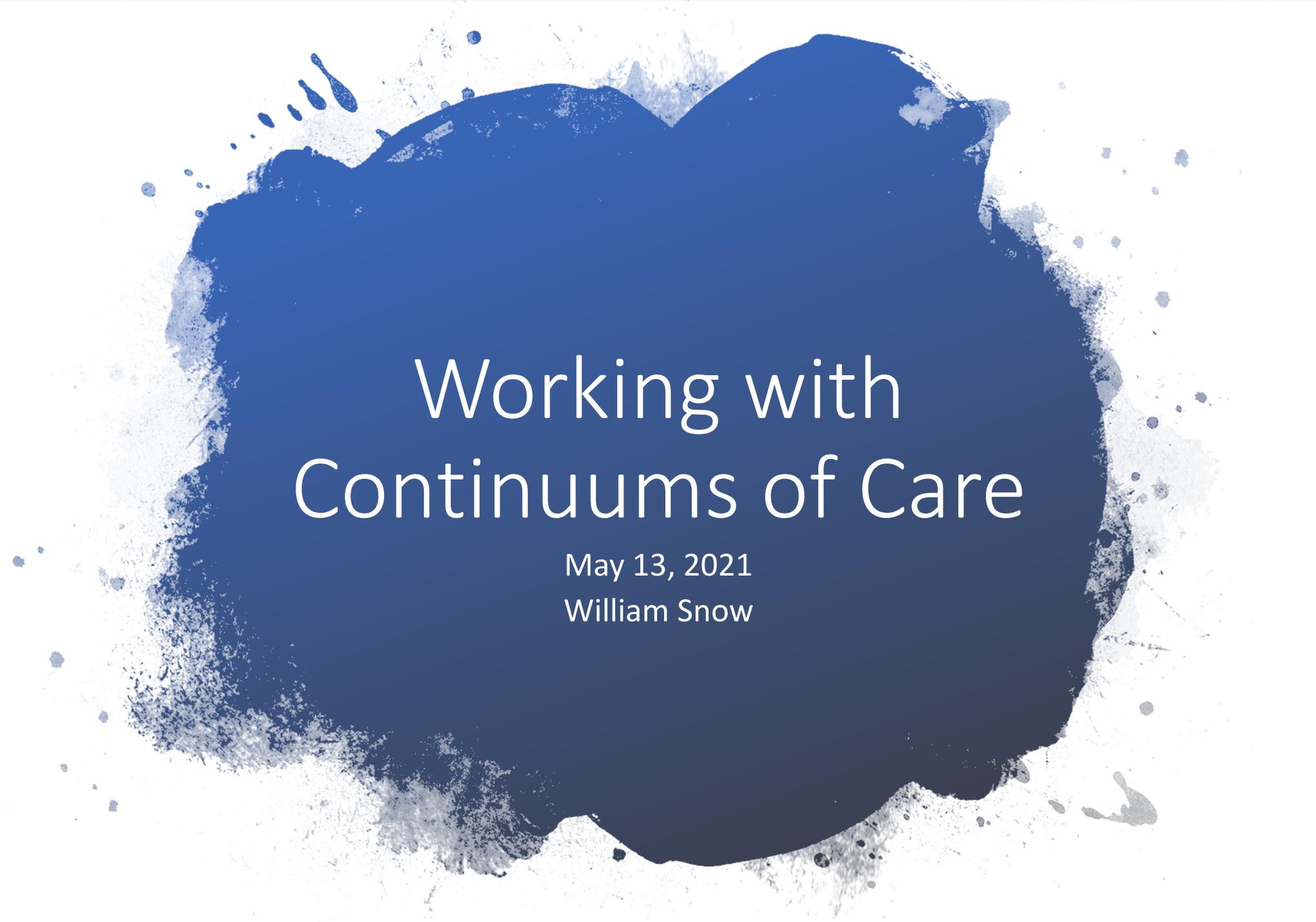
- Jerrienne Anthony
- Emily Warren
- Danielle Garcia
- Ryan Jones
- Caleb Kopczyk

- Office of Special Needs Assistance Programs

- Caroline Crouse
- William Snow
- April Mitchell

TAC

- Marie Herb
- Nicole LiBaire
- Emila Sutton
- Laura Harris



Working with Continuums of Care

May 13, 2021

William Snow

What is a Continuum of Care?

- Local planning bodies responsible for coordinating the full range of homelessness services in a specific geographic area.
- Roughly 390 CoCs in the Country
- Some cover 1 city and others cover an entire state
- Examples



Other Uses of the Term “Continuum of Care”

While the term “Continuum of Care” or “CoC” has a specific meaning in the homeless response context it gets used in other ways too:

- CoC Governing Board
- Collaborative Applicant
- Geographic Area
- CoC Program



Image Source: <https://ktla.com/news/california/california-unveils-homelessness-database-aimed-at-helping-policy-makers-better-address-issues/>

CoC Responsibilities: Overview



Image Source: <https://eventadvisorygroup.com/event-analysis-planning/>.

- CoCs have 3 core areas of responsibility
 1. Operate the CoC
 2. Designate and operate the HMIS
 3. CoC planning
- CoCs have flexibility to determine who in the CoC will fulfill these responsibilities

CoC Responsibilities: Operate the CoC

- Hold regular meetings
- Invite new members
- Adopt a process to select the CoC Board
- Appoint committees
- Develop, follow, and regularly update a governance charter
- Monitor performance of recipient and subrecipients
- Establish performance targets and regularly evaluate them
- Establish and operate a coordinated entry system (CES)
- Develop written standards for providing CoC assistance

CoC Responsibilities: Designate and Operate HMIS

- Designate a Homeless Management Information System (HMIS) for the CoC
- Designate an HMIS Lead
- Develop and maintain, as a minimum, the following plans
 - Privacy
 - Security
 - Data quality
- Ensure consistent HMIS participation
- Ensure HMIS is in compliance with HUD requirements

CoC Responsibilities: CoC Planning

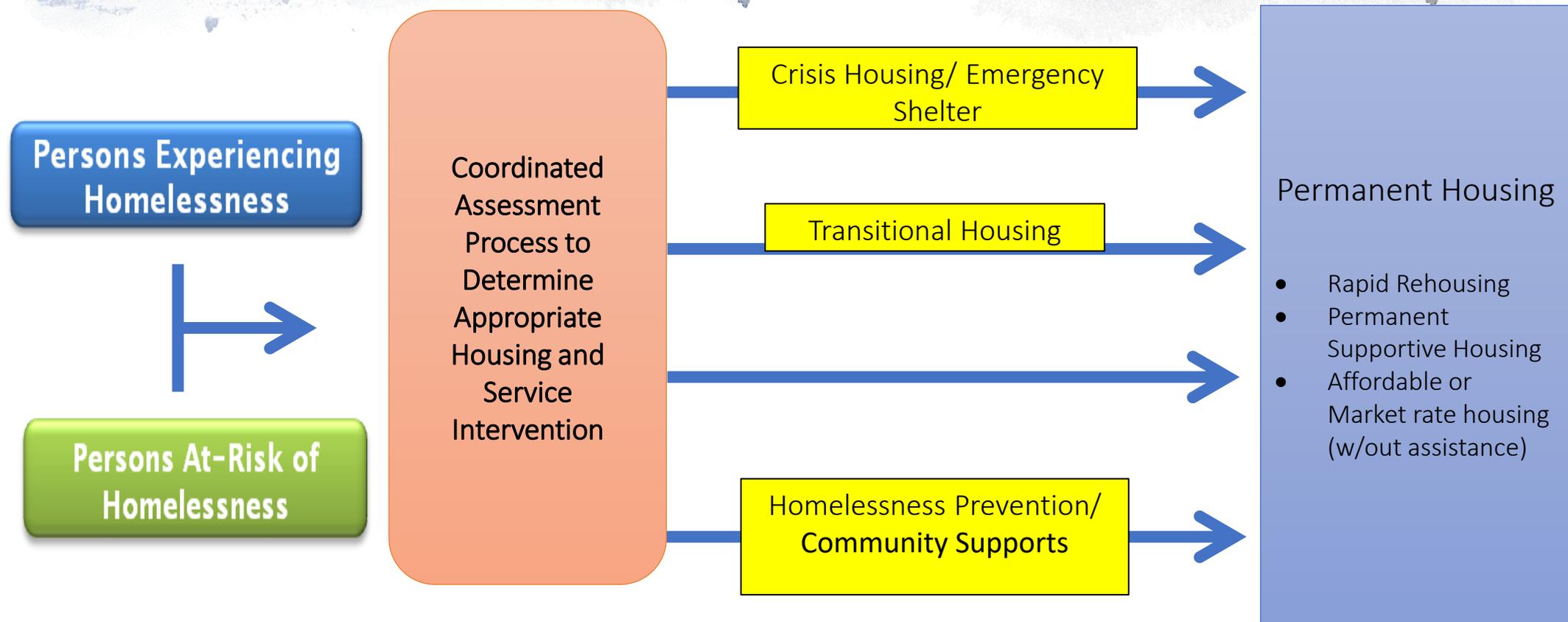
- Coordinate the implementation of a comprehensive homeless response system that has
 - Outreach, engagement, assessment
 - Shelter, housing, and services
 - Prevention strategies
- Conduct a Point-in-Time (PIT) count at least every other year
- Conduct an annual gaps analysis
- Provided required information to complete the Consolidated Plan
- Consult with ESG recipients on ESG allocations and evaluating performance

What is Coordinated Entry?

- A process through which people experiencing or at risk of experiencing homelessness can access the crisis response system
 - in a streamlined way,
 - have their strengths and needs quickly assessed, and
 - quickly connect to appropriate, tailored housing and mainstream services within the community or designated region.
- CoCs should develop a standardized assessment tool that gives insights into
 - Household needs
 - Household preferences
- There must be a way to prioritize households based on highest needs

A good resource for CES is: [Coordinated Entry Core Elements](#)

What is Coordinated Entry?



Core Elements of Coordinated Entry

- There are 4 core elements of each CES
 1. Access
 - Needs to be safe, in convenient locations, and cover the entire geography
 2. Assessment
 - Needs to be consistent, centered on the household, and developed with stages that make sense in your local service context
 3. Prioritization
 - Needs to clearly state how priorities are made and then be implemented accordingly, with a process to manage the priority list
 4. Referral
 - Needs to consider program eligibility requirements, availability of beds/units, a process for rejected referrals or referral issues, and a way to track the process
- The CoC needs to decide on each of these elements based on local context.

What Does CES Look Like on the Ground?

- Each CoC establishes a CES that makes sense based on their local process
- Primary models for how the CES access is established:
 - Single point of access
 - Multisite centralized access
 - No wrong door
 - Assessment hotline



Image source: <https://localprofile.com/2020/04/20/mckinney-man-offers-free-access-to-mobile-showers-and-bathrooms-for-the-homeless/>.

Data Collection



Image Source: <https://www.citynews1130.com/2021/02/11/advocate-hopes-data-collected-vancouver-homeless-count/>

- Data and performance are key to CoC work
- CoCs have several data collection requirements
 - Homeless Management Information System (HMIS)
 - Point-in-Time (PIT) Count
 - Housing Inventory Count (HIC)
 - Coordinated Entry database (might be in HMIS)
- Primary uses:
 - Care coordination
 - Strategic planning
 - Compliance

HMIS and EHV

- HUD is NOT requiring PHAs and CoCs to use HMIS for EHV
- CoCs and PHAs can use HMIS
- There are several areas where it may come up
 - **Coordinated Entry:** Many CoCs use HMIS for CES and if the PHAs want referral data they will likely need to get that data from HMIS – this requires time and resources to setup and run reports
 - **Performance:** CoCs want to understand how effectively EHV is being used in context to the larger homeless response system – this is difficult if the data is not in HMIS
 - **Race equity:** We should be ensuring equity in our efforts and HMIS is already setup to evaluate race equity
 - **Strategic planning:** CoCs should be considering how ALL resources can best be used to serve people experiencing and at risk of homelessness, and HMIS allows this bigger picture
 - **Compliance:** HUD requires some programs, regardless of funding, to be reported on. HUD will require EHV to be reported in the HIC

Other Resources for Housing and Services

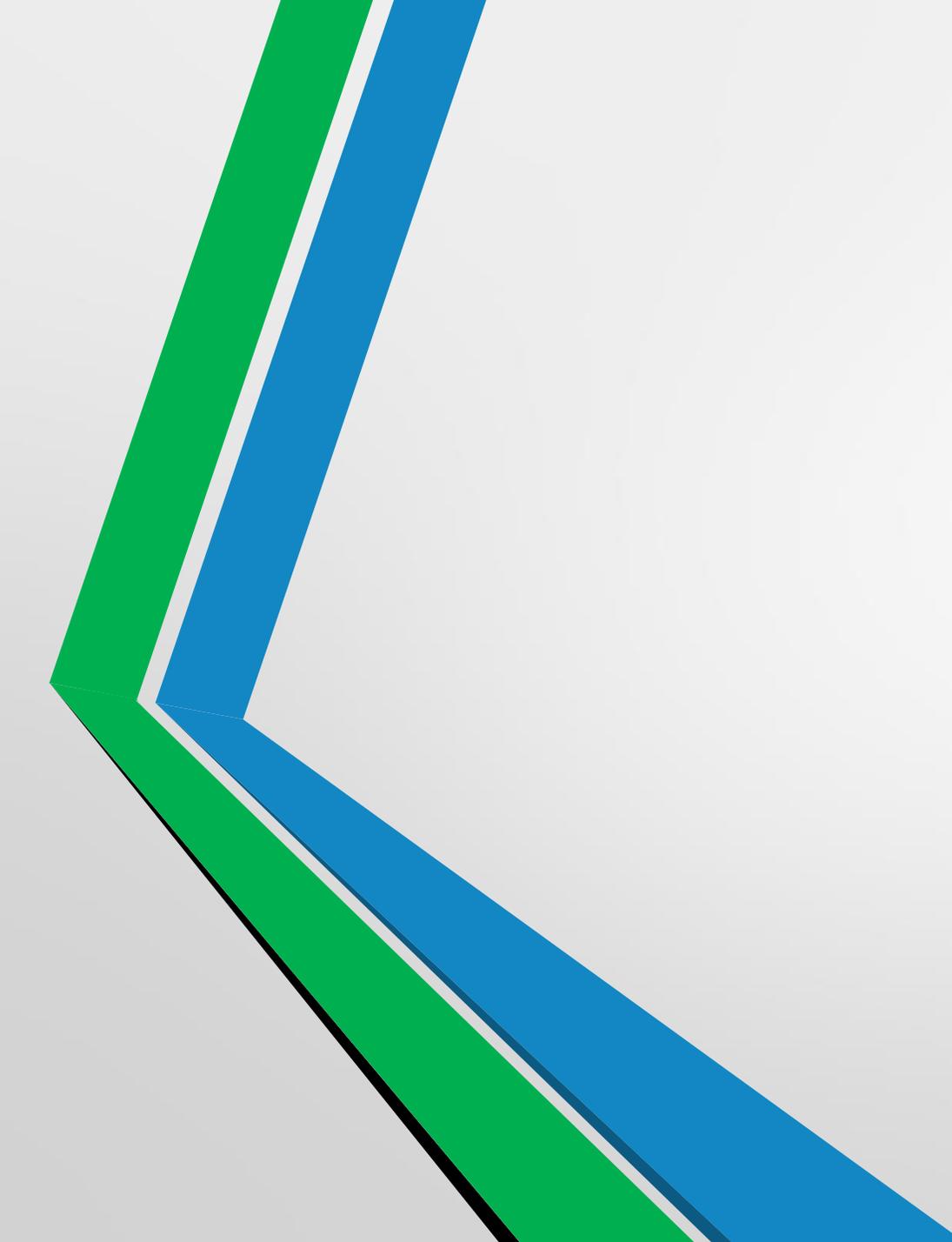
- There are several funding sources that CoCs likely have access to in coordinating housing and services for people experiencing homelessness:
 - **HUD CoC Program** – primarily funds permanent housing and services but also pays for transitional housing, street outreach, and HMIS
 - Annual award: over \$2 billion
 - **HUD Emergency Solutions Grants (ESG) Program** – primarily funds shelter, rapid rehousing, homelessness prevention, street outreach, and applicable services
 - Annual award: \$290 million
 - **HUD ESG-CV (CARES Act)** – same as ESG but more flexibility and eligible costs focused on preventing, preparing for, and responding to COVID-19
 - One-time award: \$4 billion
 - **HUD HOME American Rescue Plan (ARP)** – funds development of affordable housing, tenant-based rental assistance, conversion of non-congregate shelter to affordable housing or shelter, and supportive services
 - One-time award: \$5 billion
 - **Treasury Emergency Rental Assistance Program (ERAP)** – primarily pays for rental and utility arrears and can be used to be short-term rental and utility needs
 - One-time award (with 2 allocations): \$47 billion

Things to Consider about CoCs

- CoCs have a lot on their plates
- CoCs are rarely (if ever) fully staffed – and definitely not during COVID-19
- HUD provides some funding to CoCs for administration but most of it comes from other sources
- The larger the CoC geographic coverage the more partners they have to coordinate with
- While most CoCs have a fully operational HMIS and CES, there are some that do not
- CoCs are required to coordinate with a lot of people who are not necessarily required to reciprocate
- Please assume positive intent – we are all in this together but being overwhelmed may impact how CoCs interact with partners

A dark blue, irregularly shaped graphic with a splatter effect, containing the word "Questions?" in white text. The graphic has a rough, hand-painted appearance with various shades of blue and white splatters around its edges. The text is centered within the dark blue area.

Questions?



HUD Q+A

Reminders

- MOU deadline is July 31, 2021
- Submit your questions to ehv@hud.gov
- Office hours are every Tuesday @ 3pm ET
- Today's recording and materials will be posted to <https://www.hud.gov/ehv>



Thank you!