

Emergency Housing Vouchers: Office Hours

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EHV Office Hours

June 22, 2021

Audience: Continuums of Care, Public Housing Agencies, Victim Service Providers, and other partners.

Purpose: Share information and provide an opportunity to ask EHV-related questions to HUD

Today's Focus: EHV Program Design - Prioritization & Referral Processes

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

Speakers & Resource Advisors

Department of Housing and Urban Development

- Office of Public and Indian Housing
 - David Vargas
 - Jerrianne Anthony
 - Emily Warren
 - Danielle Garcia
 - Ryan Jones
 - Caleb Kopczyk
 - Michael Dennis
 - Chad Ruppel
 - Bob Boepple
 - Miguel Fontanez
- Office of Special Needs Assistance Programs
 - Caroline Crouse
 - April Mitchell

TAC

- Lisa Sloane
- Emila Sutton
- Nicole LiBaire
- Laura Harris



Speakers & Resource Advisors

Speakers:

- Gail Quinlan, New Hampshire Housing Finance Authority
- Stephanie Dahlberg, New Hampshire Balance of State CoC
- Jessica Kubicki, Opening Doors of Fairfield County
- Jessica Preheim, Coalition for the Homeless Houston

EHV Planning Process

Used the HUD notice as a guide

- Reviewed notice
- Made a list of action items
 - Action items were assigned a deadline
 - *Admin plan changes*
 - *MOU*
 - *referral form*
 - *update website*
 - *staff reassignments*
 - *Training materials*
- Worked through the list as a Team to complete all tasks
- Ready to start accepting applications as of June 21, 2021



MOU

Have existing relationships with COC referral agencies

- Sent email with the HUD notice-set up meeting
- Met biweekly since the notice was published
- Used the template MOU provided by HUD
- MOU was signed week of 6/14/21
- Will now meet weekly as the program gets started to problem solve, collaborate and access leasing



Referral form

- Created referral form <https://www.nhhfa.org/wp-content/uploads/2021/06/EHV-Referral-Form-Preference-Verification.pdf>
 - ❑ case worker/ COC agency completes the form and assists with completing the application
 - ❑ packet is sent to the COC representative who confirms the client is in coordinated entry
 - ❑ Training conducted for all COC agencies by New Hampshire Housing
 - *Described the entire process from referral to lease up. Set clear expectations of all the steps in the process and educated COC about the voucher procedures*
 - ❑ Service Fees
 - *housing search assistance. security deposit assistance, landlord incentives (Up to \$1,000 for each unit), application fees, moving fees*
 - ❑ Placement Fees
 - *Will share the placement fees with the referring COC upon successful leasing of a unit*





CONTACT US

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NEW HAMPSHIRE
HOUSING





Opening Doors of Fairfield County



The Way Home



Houston



The collaborative model to prevent and end homelessness in Harris, Fort Bend, & Montgomery Counties

OUR collective progress since 2011:

- 54% reduction in overall homelessness
- 21,000+ people housed
- 90% average long-term success rate in permanent housing

Landscape/Needs

Program Types	Current System (Units)	Demand	Difference
RRH for Singles	459	2,075	-1616
RHH for Families	553	948	-395
PSH for Singles	5,078	7,377	-2,299
PSH for Families	117	86	+31

Vision for an Advanced Homelessness Response System

01

Continue the transformation of the homelessness response system

02

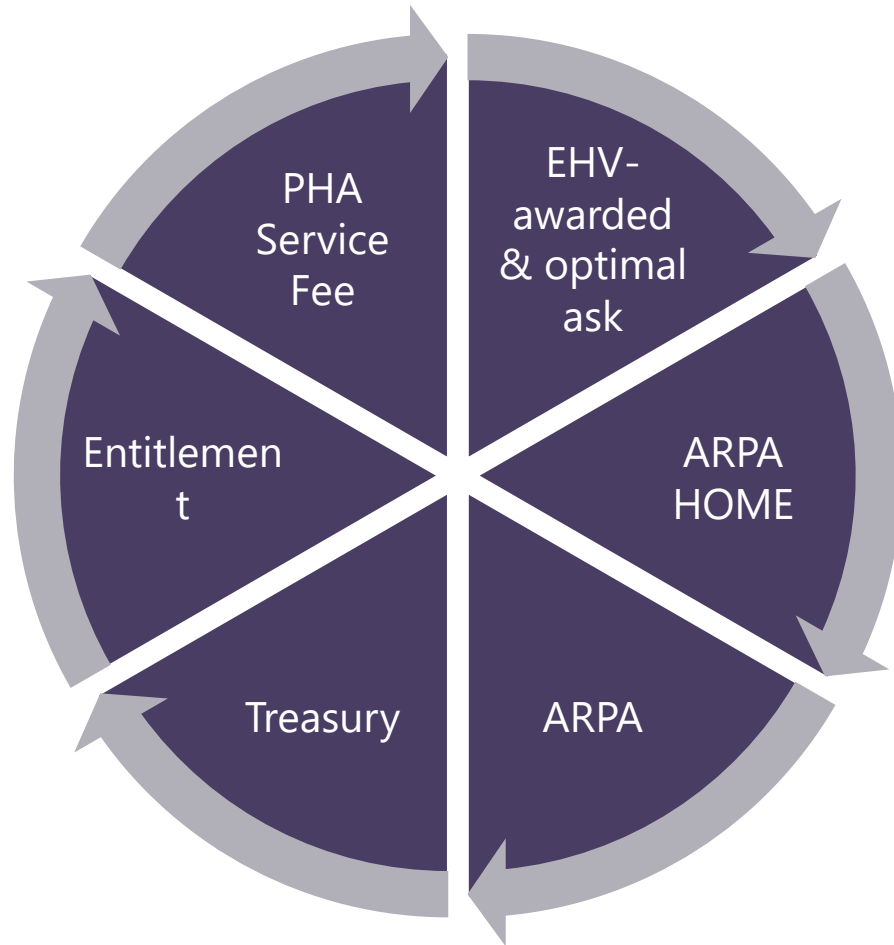
Work to end unsheltered homelessness

03

Address all large encampments

Planning Process

Opportunities



Challenges

- Funding timelines don't always align
- Securing commitment-procurement, braiding funding
- Service provider capacity- float
- Securing flexible units
- Project management

What we know works: PHA & CoC Relationship

CoC

Single PHA contact to monitor all referral

Upload documents into HMIS

Social Security office single point of contract

Service provider application specialists

Landlord education

Weekly PHA meetings: direct staff

Monthly executive staff meetings

Landlord engagement team: recruitment

PHA

- Single CoC contact to monitor all referrals
- HMIS access
- Adequate inspectors
- Use every waiver
- Simplified briefing process with case managers in attendance
- Reoccurring application training for case managers
- Weekly CoC meetings: direct staff
- Monthly executive staff meetings



Rewards

No chronic homelessness

No large encampments

Substantially reduced inflow

Short lengths of time homeless

Annual homeless count reduced by half

All homeless households receive housing strategy

Planning Process

- **Weekly PHA meeting**
 - MOU: CoC/DV
 - Leasing Schedule/staffing schedule
 - Communication Plan: Programmatic & Executive
 - Use of PHA service fee & process for subs
 - Use of HMIS by PHA
- **Weekly funder meeting**
 - CoC/City/County/PHA/Philanthropy
 - Sources and best uses: barrier busting focus
 - Timeline barriers and solutions
- **Weekly elected official meetings**
 - GOAL: City/County commitment
 - Homeless 101 education
 - Goals/use of data/expectations/benchmarks
- **Weekly provider meetings**
 - Provider capacity and interest

Goals of CCHP 2.0

System Metrics	Pre-CCHP Before 2020 Actual	CCHP 2020 Actual	CCHP 2.0 2021-2025 Goal
PIT Total Count	4,000	3,000	1,000
PIT Chronic	800	287	0
PIT Unsheltered	1,650	1,500	250
PIT in Large Encampments	~650	~500	0
Annual Count of Persons	~12,500	~8,500	~5,000
Annual Exits from Streets to PH	315 (9%)	445 (15%)	250
Ave. Time from Referral to PH Move-in	63 days	31 days	< 30 days
Annual inflow of newly homeless	8,750	6,150	< 5,000

Planning Overview (as of 6/10/21): **\$96M** (\$157.5M)

Permanent Housing

~~\$85.5~~ ~~\$64.6M~~
Leasing/Services
~~\$40M Acquisition~~

• ~~6215~~ **4100+** Served

- PSH (Permanent)
- PSH (Preservation)
- PSH Development & Operations
- RRH (12mo)
- ~~Rapid Exit (6mo)~~
- ~~Diversion (3mo)~~
- Targeted Prevention

Client Supports

\$12.4M

• **2500** Served

- Mental Health Support Team/s
- Sub. Abuse Support Team
- DV Mobile Advocacy Team
- Employment
- SOAR
- Unit Repairs/Damages Fund

Temporary Housing for Encampment Response

~~\$10.6~~ ~~\$11.3M~~

• **650** Served

- Temp. Navigation Center Lease
- Temp. Navigation Center Operations
- Jenson Navigation Center Operations
- ~~Medical Respite~~

Program Management

\$8.16-\$7.6M

- Program Management Existing
- Program Management Expansion
- Expanded Encampment response budget (600+++)
- HMIS Expansion
- Project Evaluation
- TA for special projects
- Data bases/expansion & Communications

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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!