



OFFICE OF HOUSING

Office of Housing Counseling

Partnering with Homeless Services Systems to Prevent Eviction

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Audio is provided by conference call only

To join the conference call:

Please call: **844-291-5491**

Participant Access Code: **4842760**

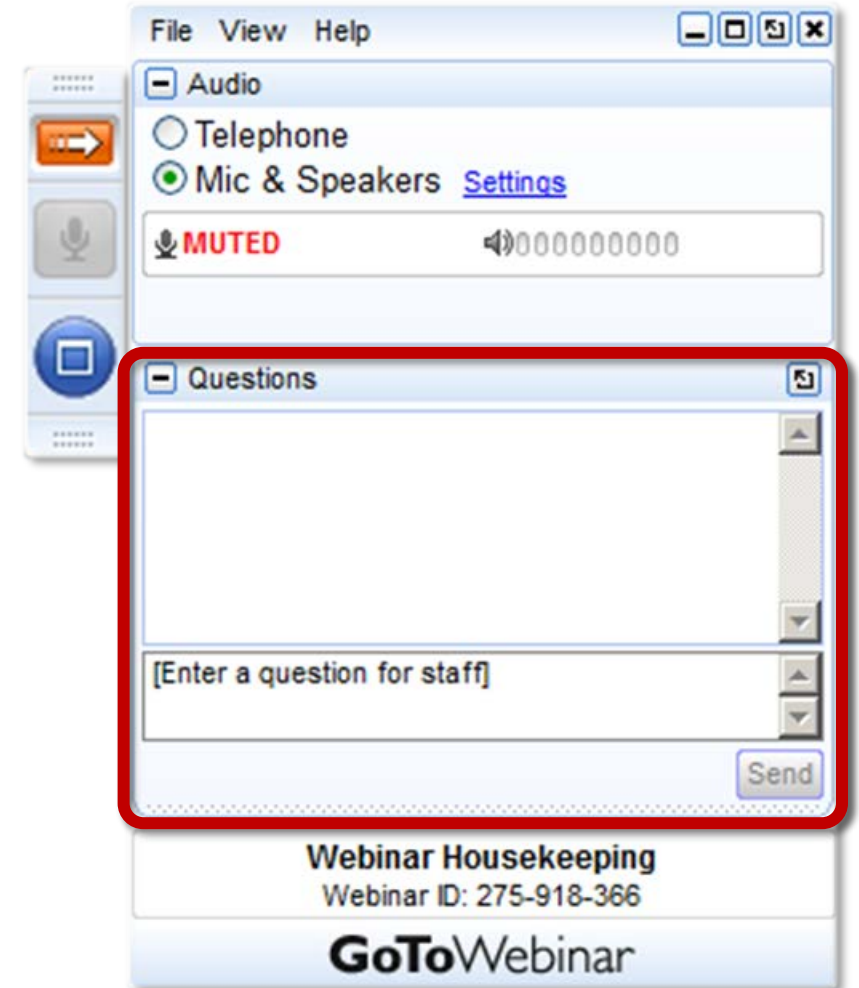
January 21, 2020

Webinar Logistics

- Audio is being recorded. The playback number along with the PowerPoint & a transcript will be available on the [HUD Exchange](#).
- The webinar will be posted in 7-10 days.
- Handouts were sent out prior to webinar. They are also available in the Control Panel. Click on the document name to start the download.

Other Ways to Ask Questions

- Please submit your text questions & comments using the Questions Panel. We will answer some of them during the webinar.
- You can also send questions & comments to:
housing.counseling@hud.gov
with the webinar topic in the subject line.



Certificate of Training

- If you logged into the webinar, you would receive a Certificate of Training from GoToWebinar within 48 hours.
- Please print it out & save for your records.

Get Credit!

- Webinar materials will be posted on the HUD Exchange in the [Webinar Archive](#)
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Get Credit

Housing Counseling Training Digest

- [Visit the Training Digest on the HUD Exchange](#)
- View upcoming training hosted by HUD & other partners



The Housing Counseling Training Digest is updated weekly to reflect trainings hosted by:

- HUD Office of Housing Counseling (OHC)
- OHC funded training partners
- Other partners that host trainings of interest to housing counselors

Please email housing.counseling@hud.gov to notify HUD about upcoming training and events for housing counselors.

Content current as of November 16, 2020

[Subscribe to the Housing Counseling Mailing List](#) to receive training updates in your inbox.



Upcoming Training Calendar

View upcoming trainings for Housing Counseling and other HUD funded programs.



Webinar Archive

View past webinars hosted by the Office of Housing Counseling and access related materials.



Online Training

Access self-paced online training modules, such as Introduction to Housing Counseling.



David Berenbaum

Deputy Assistant Secretary
HUD Office of Housing Counseling (OHC)

Presenters

Presenters:

- Sarah Greenberg and Marcy Thompson, Community Compass Grantee
- Jeff Biehl, Columbus Housing Stabilization Coalition
- Rhonda Gaines, Columbus Urban League

Q & A:

- Rob Weber, OHC-OCB

Agenda

- Why housing counseling agency (HCA) and homeless service system partnerships are important
- Understanding the structure of homeless service systems (Continuum of Care)
- How HCAs and CoCs can partner to prevent eviction and reduce the experience of homelessness
- Columbus case study
- Q & A
- Additional Resources

Overview of HUD Rental Webinar Series

- A 5-webinar series on rental housing counseling: [Readying Your Organization for Rental Housing Counseling](#)
- **Future topics include:**
 - Leveraging community partners for eviction prevention (February)
 - The impact of rental housing counseling on preventing eviction (March)

Polling

- There will be polling provided in Mentimeter throughout this presentation. When prompted by the icon to the right, please respond to questions at www.menti.com using your computer or smart phone.



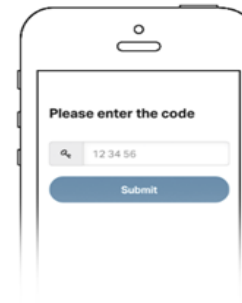
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www.menti.com

2

Go to www.menti.com



3

Enter the code and vote!

**Time for
Mentimeter!**



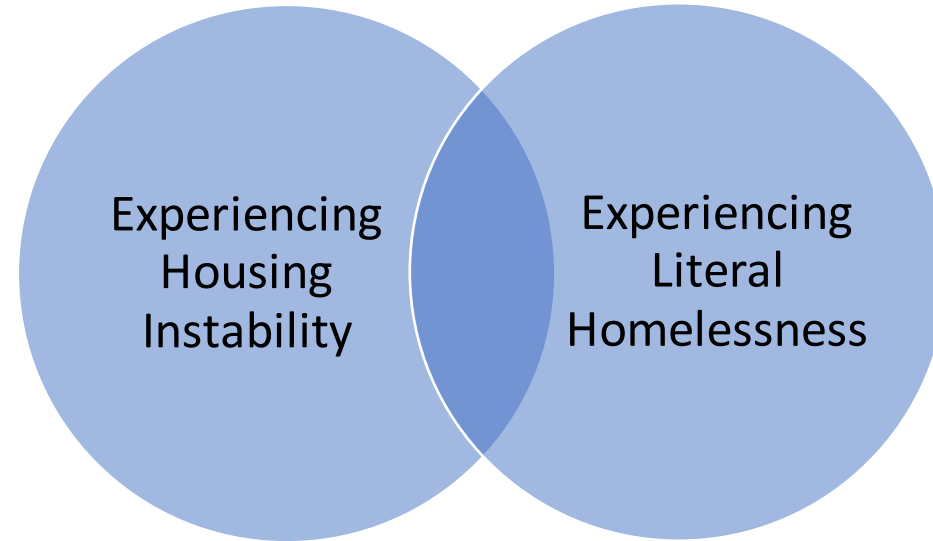


Housing Counseling Agency and Homeless Service System Partnerships

Time for Mentimeter!



Housing Counseling Agency and Homeless Service System Partnerships



- Housing instability vs. homelessness – difficulty in predicting who will experience homelessness
- Homeless programs do not address larger economic and housing conditions that lead to deep poverty
- Need for a systemic response and strategic allocation of resources to maximize impact

Understanding the Structure of Homeless Service Systems

- The **Continuum of Care** (CoC) Program is designed to:
 - promote **communitywide commitment** to the goal of ending homelessness
 - provide **funding** for nonprofit providers and State and local governments to **quickly rehouse** homeless individuals and families
 - minimize **trauma and dislocation** caused to homeless individuals, families, and communities by homelessness
 - promote access to and utilization of **mainstream programs** by homeless individuals and families
 - optimize **self-sufficiency** among individuals and families experiencing homelessness

The Continuum of Care



The Coordinated Assessment System



Partnering to Prevent Eviction

- How can HCAs and homeless service systems partner to prevent eviction?
 - Share data to identify community needs
 - Collaborating on intake and assessment to identify and support households at risk of eviction (effective triage)
 - Collaborate to supplement rental assistance funding resources (for example, ESG-CV and CDBG-CV)
 - Pool resources to work with local landlords and identify available rental units
 - Make referrals to other rental housing resources when appropriate (legal services, mediation, landlord/tenant education)



Case Study: Partnering to Prevent Eviction in Columbus, OH

Time for Mentimeter!

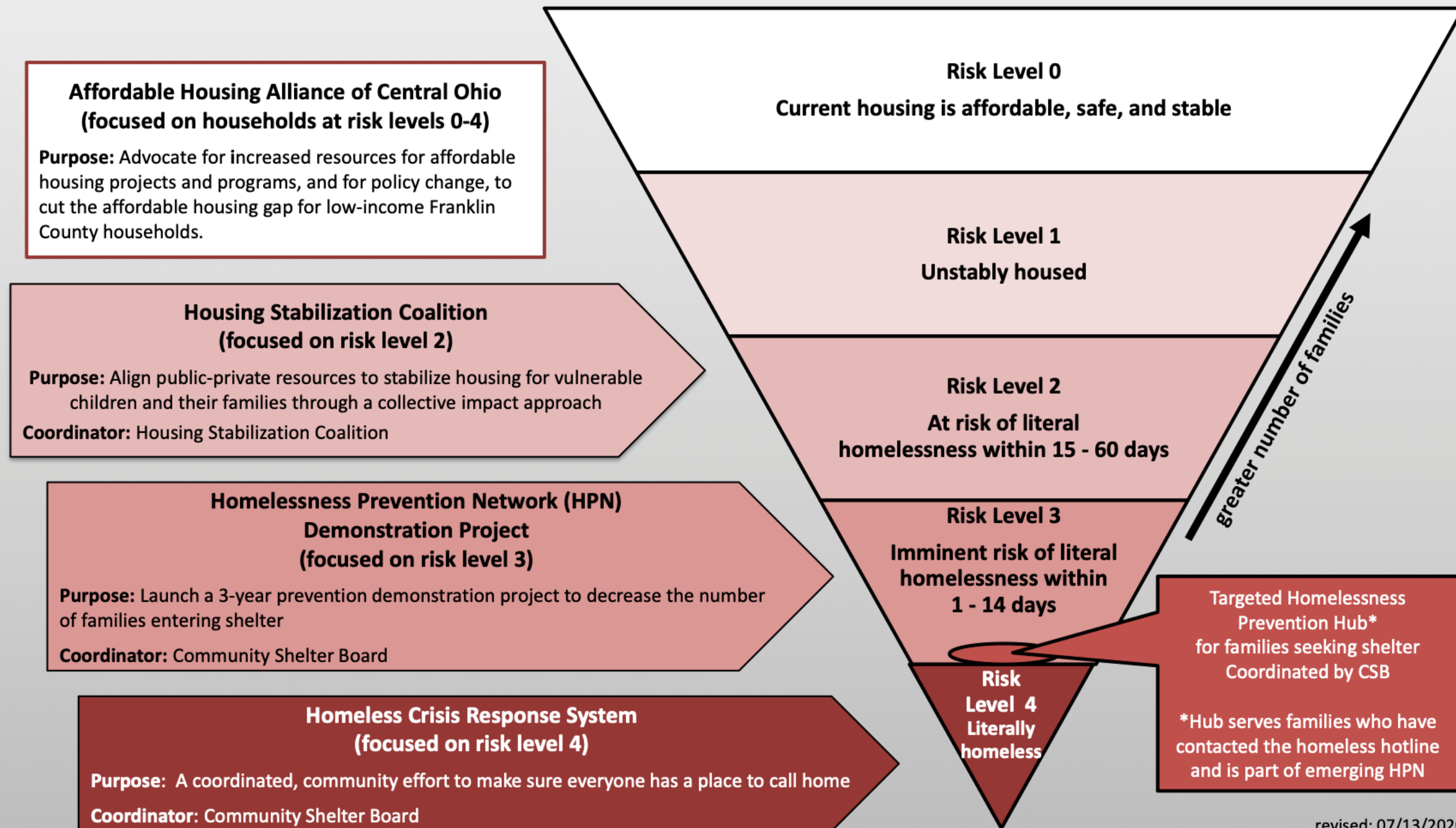


Housing Stabilization Coalition

- Community Shelter Board and the Homeless Prevention Network Risk Typology
 - No one entity can support the entire spectrum of housing needs
- A group of organizations that provide emergency assistance (rent and utilities) and an array of programs embedded in eviction court
 - Coordinating service delivery, influencing policy
- Identify resources and for whom those resources are available
- Develop front-end prioritization and resource guides
- Accelerated by the COVID-19 pandemic – move to a systemic approach

Shared Strategy & Intervention Framework for Family Housing Stabilization in Columbus/Franklin County

Aligned with...
One Columbus – Partners for regional growth and prosperity
Rise Together Blueprint for reducing poverty in Franklin County



Housing Stabilization Coalition - Results

- Improved trust between organizations
- Improved data coordination, including heat mapping and geocoding
- Monthly roundtables with landlords and property managers to share struggles and promote solutions
- Built relationships with municipal court resulting in changes in eviction trends
- Developed strong connection with the Community Shelter Board and Homeless Prevention Network

Housing Stabilization Coalition

COVID-19 Emergency Rental Assistance

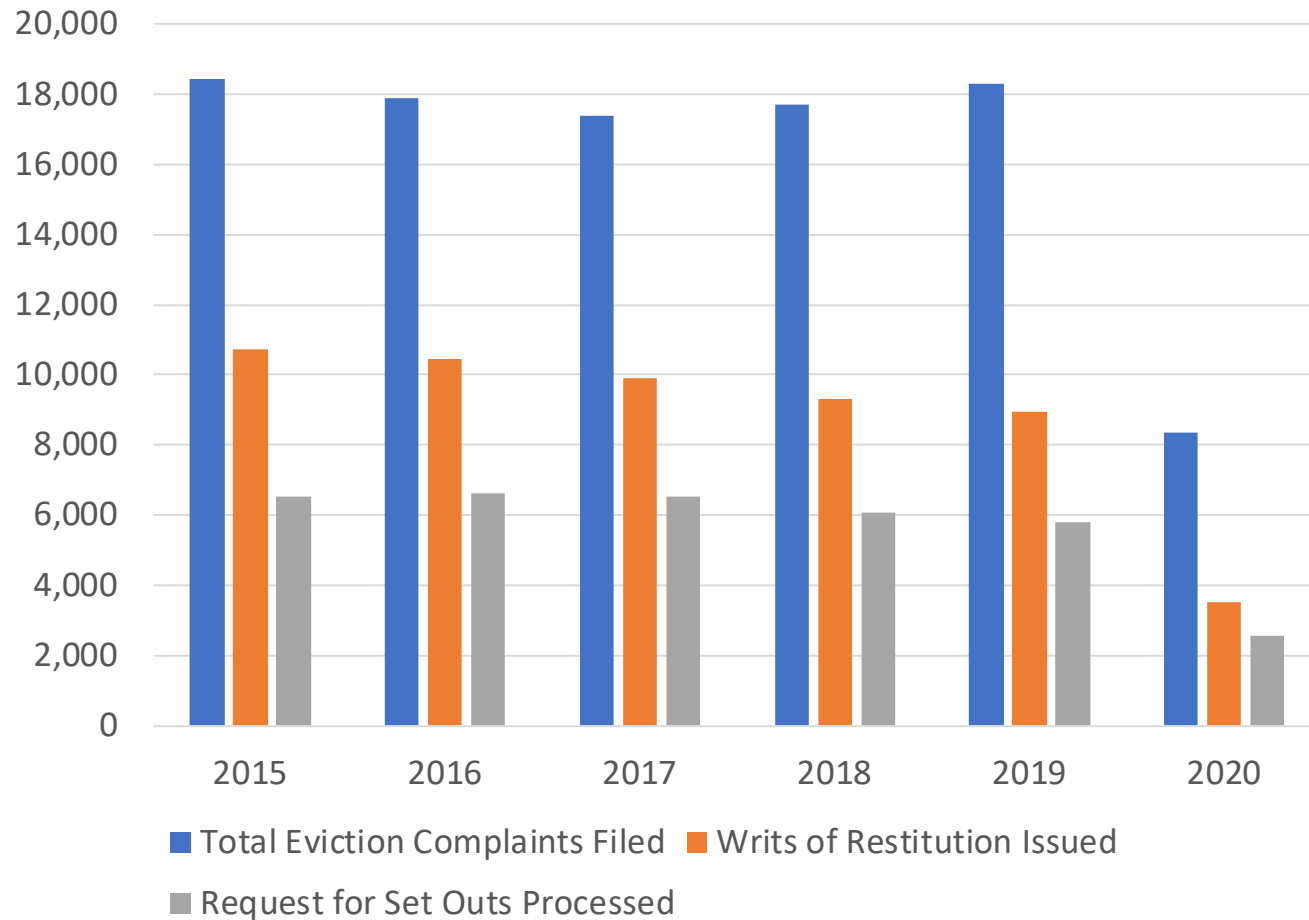
June 1, 2020 – January 8, 2021

Emergency Rental Assistance Agencies/Programs	Households	Rental Assistance	Household Average
Columbus Urban League	439	\$481,333	\$1,096
COMPASS	151	\$143,283	\$949
Franklin County Department of Job and Family Services/PRC & PRC Plus	1,271	\$1,815,166	\$1,428
Franklin County Veterans Service Commission	320	\$451,049	\$1,410
IMPACT Community Action/HOPE Fund Phase 1 (started 6/1)	3,593	\$8,765,539	\$2,440
IMPACT Community Action/HOPE Fund Phase 2 (started 11/9)	1,200	\$3,514,058	\$2,928
Physicians CareConnection	107	\$83,882	\$784
Totals	7,081	\$15,254,310	\$2,154

Columbus Urban League

- HUD Housing Counseling Agency
- Affiliate of the National Urban League
- Participates in the Housing Stability Coalition
- Provides rental housing counseling services, including counseling and mediation between landlords and tenants to resolve conflicts and prevent homelessness
- If a tenant takes the initiative to resolve rental issues in a timely manner, mediation will keep them in current housing approximately 70% of the time, according to CUL's experience

Franklin County Eviction Snapshot



- Data as of October 13, 2020
- **Eviction Complaints Filed:** The initial step which gets a court date set up
- **Writs of Restitution Issued:** Red tags issued, case went to judgment or a failed agreement/mediation that resulted in the landlord asking for the door to be tagged by the service bailiffs office which then gives the tenant 5-10 days to leave
- **Request for Set Outs Processed:** The final step after the door is tagged
- Note that for Q2 2020, court was not open during the majority of the quarter due to COVID-19



Questions & Answers



Coming Soon: Community of Practice

- HUD's Office of Housing Counseling will be hosting a community of practice for organizations performing extensive rental housing counseling
 - Learn and share best practices with the field
- Community of Practice:
 - A group of practitioners with shared expertise that engage in a process of collective learning around a common set of problems.

New Resource Available

- CARES Act & Other COVID-19 Response Funding Chart for Housing Counselors
 - Available on the HUD Exchange
- Chart describes COVID-19 related funding from federal agencies and how they can be used to fund:
 - Housing counseling services
 - Rental assistance
- Join us for a deep dive into these resources during the next webinar in the series (February)
 - Leveraging Community Partners for Eviction Prevention

Additional Resources



- [Rental Housing Counseling Resource Page](#)
- [Find your local Homeless Services System \(Continuum of Care\)](#)
 - Search for contact information by state
- [Strategies for Eviction Prevention](#)
- [Homeless System Response: Homeless Prevention During COVID-19](#)
- [Office of Housing Counseling websites](#)

Office of Housing Counseling



- **Find us at:**
www.hudexchange.info/counseling
- **Email us at:**
Housing.counseling@hud.gov

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Thank You For Attending