Stakeholder Feedback – Rental Counseling and Eviction Prevention

Audio is only available by conference call

Please call: (800) 700-7784
Participant Access Code: #465933
to join the conference call portion of the webinar

April 29, 2019

Webinar Logistics

- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at www.hudexchange.info/programs/housing-counseling/webinars/

- The webinar will be posted in 7-10 days.

- The Training Digest on HUD Exchange will be updated when the webinar is posted.

- Handouts were sent out prior to webinar. They are also available in the Control Panel. Just click on document name to download.

Feedback Options (cont)

- There will be questions in Mentimeter. Please respond to them when prompted

- Please use Mentimeter for all written feedback

- Use GTW question box for technical issues or programmatic questions

- Verbal feedback - end of the webinar
  - The operator will give you instructions on how to make your comments
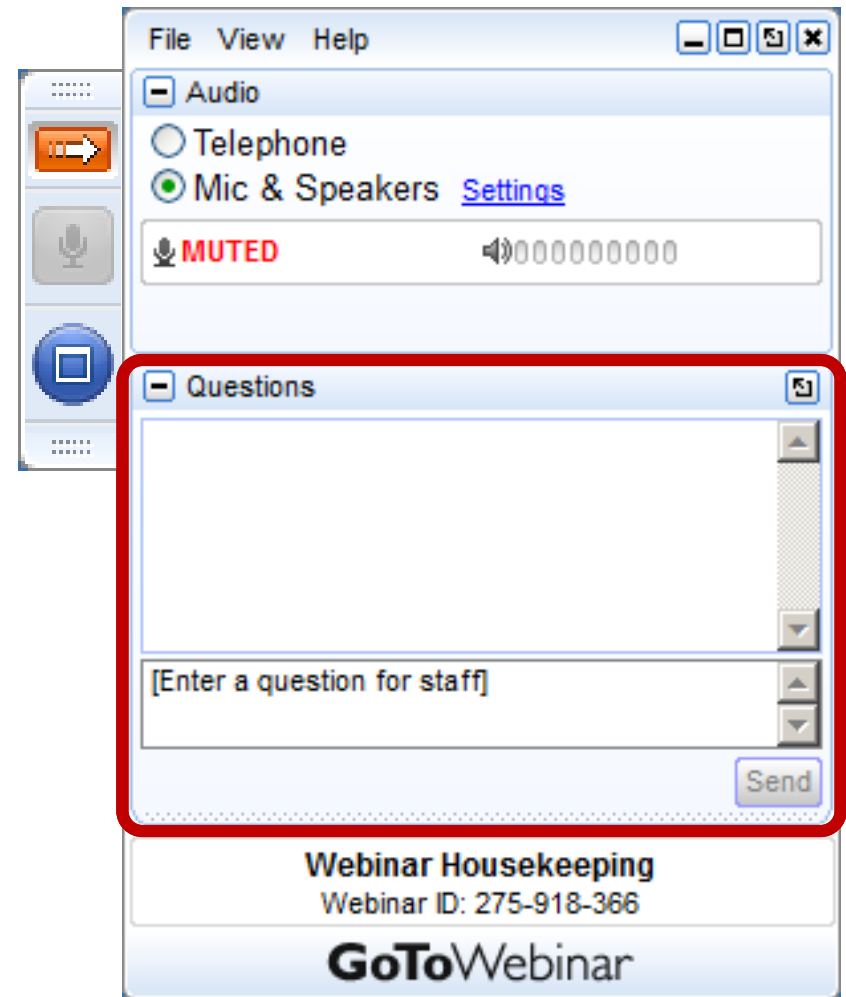
Please mute your phone!

Facilitators and Q and A

- Facilitators
  - **Shawna LaRue Moraille** and **Rachael Laurilliard**, ICF, TA Provider
- HUD Staff – **Jane Charida, Julie Rice, Terry Carr, Virginia Holman**, Office of Housing Counseling

Welcome

Lorraine Griscavage-Frisbee

Deputy Director of the Office of Capacity Building

Office of Housing Counseling (OHC)

U.S. Department of Housing and Urban Development

Agenda

- Background and purpose
- Four areas for stakeholder feedback via Mentimeter
  1. Current Services Provided
  2. Eviction Prevention Data
  3. Improving Assistance
  4. Federal/State/Local Barriers

Background and Purpose

Background

- Our Technical Assistance Provider, ICF, is collecting feedback for two purposes:
    - Determine technical assistance tools, training, and other needs
    - Provide data that OHC will use for a report due to Congress
- Your help is much appreciated to help gage what is going on across the country to help those at risk of eviction, so please TELL YOUR STORY

Mentimeter

Mentimeter Questions

- There will be questions provide in Mentimeter
- Please respond to them using your **computer or smart phone**
- www.menti.com

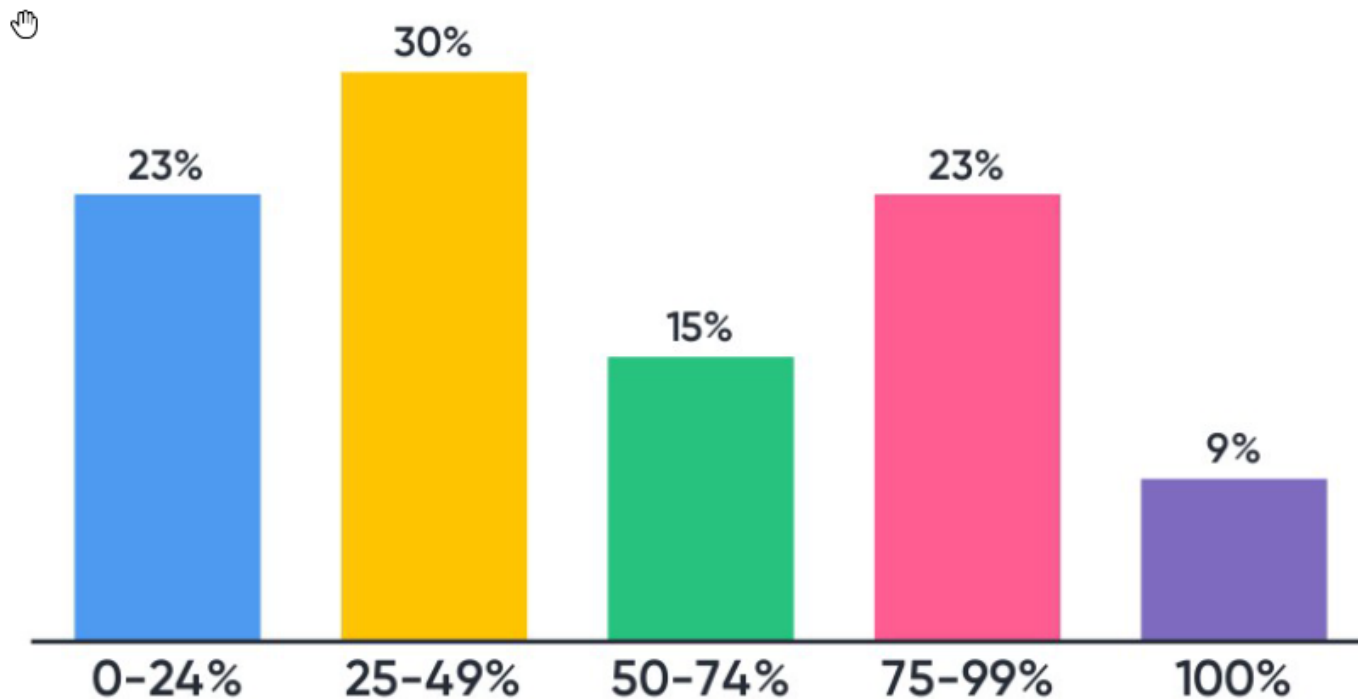# Current Services Provided

Mentimeter Questions: Current Services Provided

What topics does your agency cover as part of its rental counseling? [word cloud]

Mentimeter Questions: Current Services Provided

What % of your agency's counseling services does rental counseling comprise? [Multiple choice; bar chart]
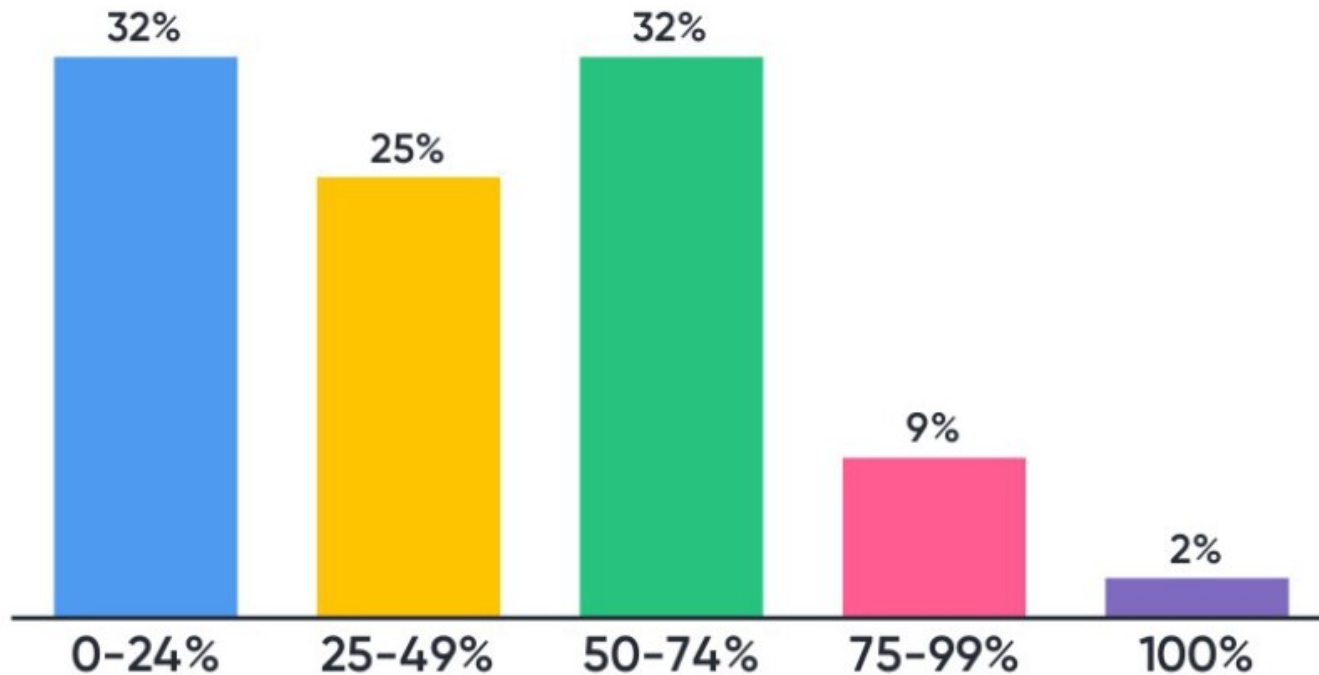
Mentimeter Questions: Current Services Provided

In a few words, how would you describe "a client at risk of eviction"? [Open ended]

1. Nonpayment rent

2. Late or delinquent rent payments

3. Client received notices (3, 5, 10, 15, 30, or 60 days)
    1. Pay or quit
    2. Eviction filings or proceedings, legal proceedings
    3. Termination without cause

4. Lack of emergency savings or budgeting

5. Loss or change of employment income/subsidy assistance

6. Cost burdened/lack of affordable rent (e.g., single parents/seniors/disabled)

7. Utility nonpayment, delinquency, or termination

8. Health or other payments affecting ability to pay rent (e.g., car repair, medical bill, sick family member)

9. Lease violations

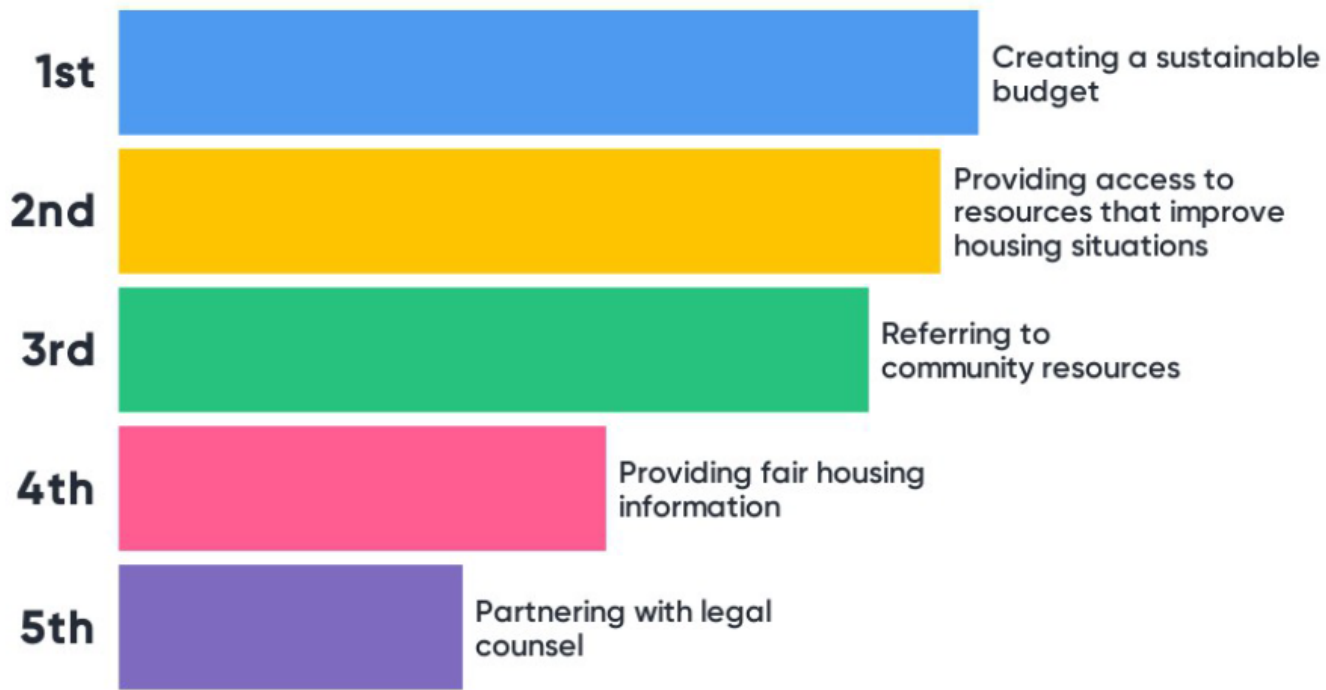10. Slum landlord policies, including code violations

Mentimeter Questions: Current Services Provided

What % of your rental housing clients are at risk of eviction? [Multiple choice; bar chart]

Mentimeter Questions: Current Services Provided

What are the most effective strategies for counseling clients at risk of eviction? [Rank the following choices most to least effective]

Rank	Strategy
1st	Creating a sustainable budget
2nd	Providing access to resources that improve housing situations
3rd	Referring to community resources
4th	Providing fair housing information
5th	Partnering with legal counsel

Mentimeter Questions: Current Services Provided

What other strategies are effective for helping clients avoid eviction? [Open ended]

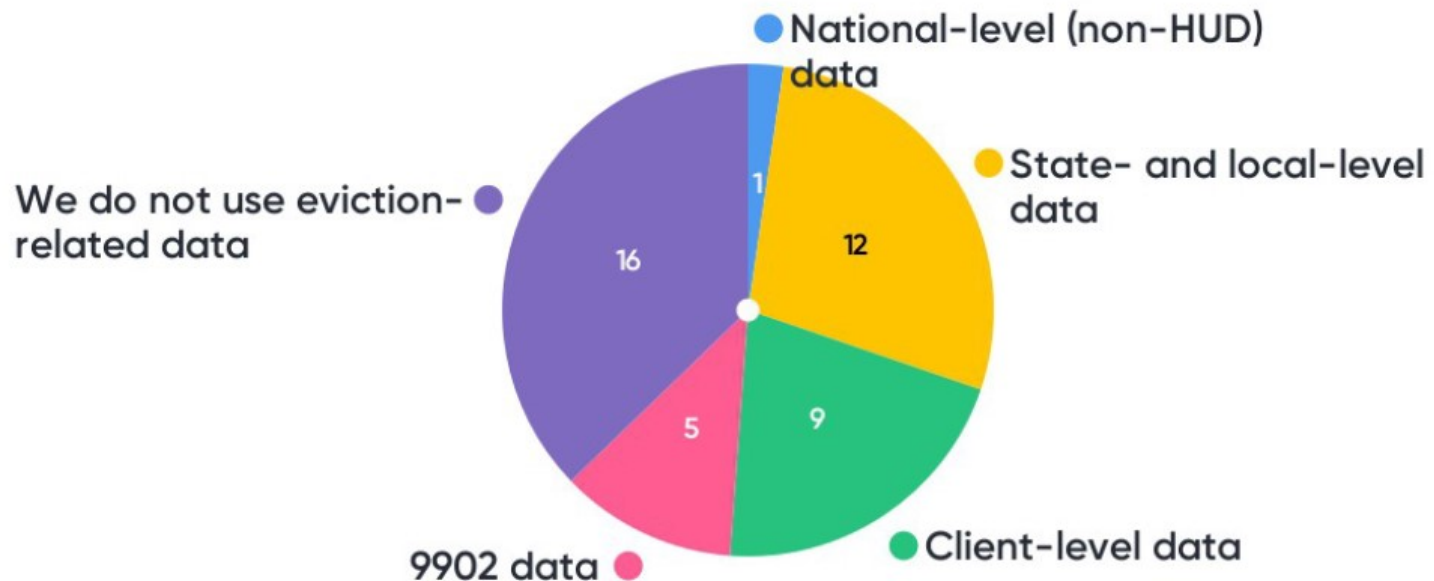1. Education
    a) Rent readiness
    b) Tenant/landlord rights

2. Payment plan or arrangements made between tenant and landlord

3. Direct assistance (note: this puts a finer point on the last question):
    a) Rent payments: emergency assistance, vouchers
    b) Other: legal, employment/job training, utilities, mental health, food stamps, etc.

4. Mediation or negotiations between tenant and landlord

5. Transfer to a more affordable unit (as last resort)

Eviction Prevention Data

Mentimeter Questions: Eviction Prevention Data

What is the primary eviction-related data source your agency uses when analyzing your target service area? [Multiple choice; pie chart]

National-level (non-HUD) data — 1

State- and local-level data — 12

Client-level data — 9

9902 data — 5

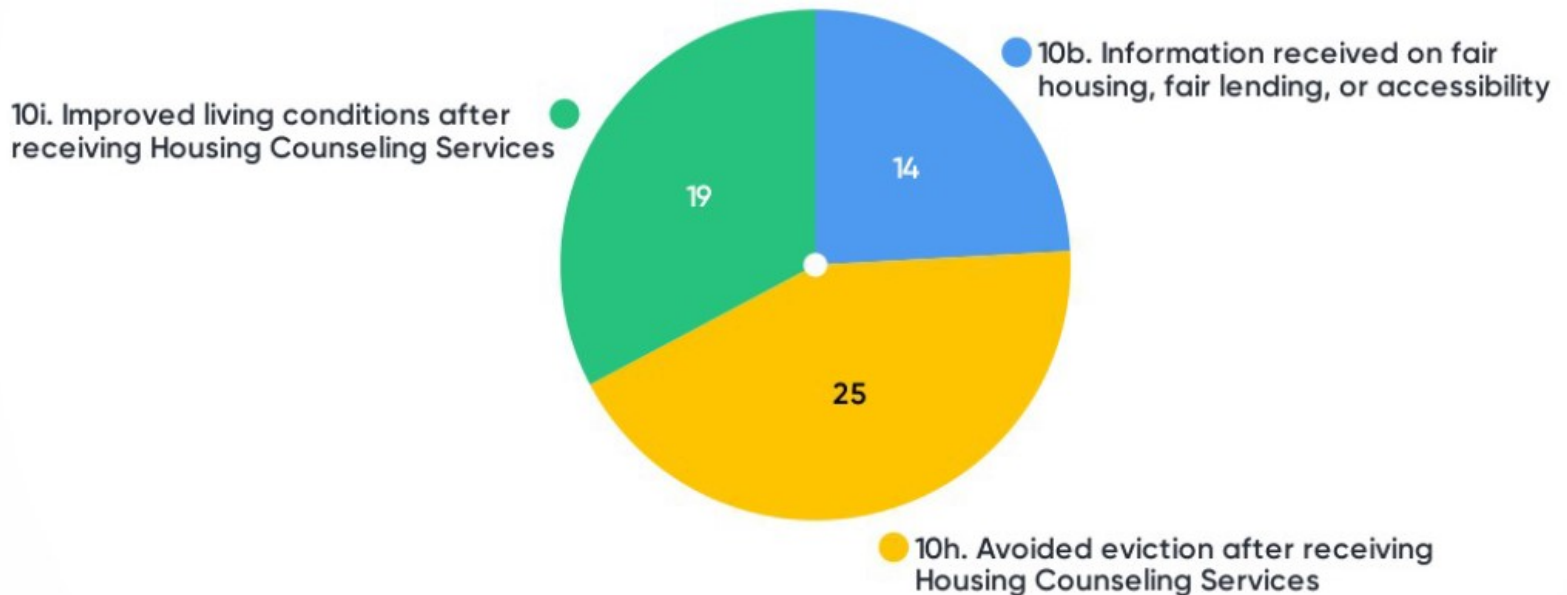We do not use eviction-related data — 16

Mentimeter Questions: Eviction Prevention Data

What other national, state, or local data sources do you use? [Open ended]

1. Census – American Community Survey

2. National Low Income Housing Coalition's Out of Reach: https://nlihc.org/sites/default/files/oor/OOR_2018.pdf

3. Eviction Lab: www.evictionlab.org

4. State/county/city housing court records or legal aid (e.g., https://www.masscourts.org/eservices/home.page.3)

5. Homeless Management Information System (HMIS) and/or point in time counts of homeless persons

6. State data (https://www.mncompass.org/)

Mentimeter Questions: Eviction Prevention Data

What 9902 section 10 category do you typically choose for preventing eviction (in addition to 10c. sustainable budget)? [Multiple choice, ability to select multiple responses; pie chart]


10i. Improved living conditions after receiving Housing Counseling Services

10b. Information received on fair housing, fair lending, or accessibility

14

19

25

10h. Avoided eviction after receiving Housing Counseling Services

Mentimeter Questions: Eviction Prevention Data

**How do you determine which category you choose in section 10 for clients at risk of eviction?** [open ended]

1. Overall, decisions varied, some choose based upon initial goal, others at time of follow up/case closed

2. 10h –avoiding eviction
   a) Chosen if notice to quit or eviction action filed (i.e., paperwork documentation)
   b) Not chosen if cannot prove avoided eviction

3. 10b, 10h, or 10i - impacts chosen based upon:
   1. Individualized through client action/service plan
   2. Result achieved/follow up
   3. Type of service offered to client (e.g., fair housing information, choose 10b)

Mentimeter Questions: Eviction Prevention Data

Do you need assistance from HUD in reporting and analyzing client data? [Multiple choice; pie chart]
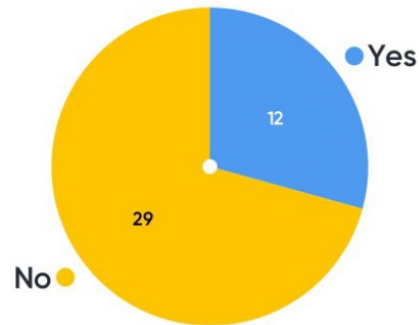
Do you need assistance from HUD in analyzing other available data? [Multiple choice; pie chart]
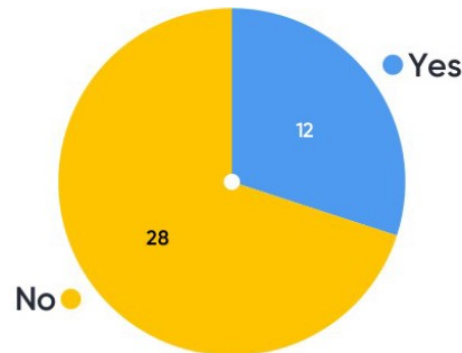
Mentimeter Questions: Eviction Prevention Data

If you responded YES to either of the previous questions, what types of resources or tools could HUD offer to support you? [Open ended]

1. Educate on national, state, and local data/info on:
   a) Evictions
   b) Rent increases
   c) Housing assistance resources
   d) Landlord engagement/prosecution programs
   e) Legal aide resources

2. Train more on the 9902, how does HUD use the data, sample scenarios

3. Streamline reporting, data collection
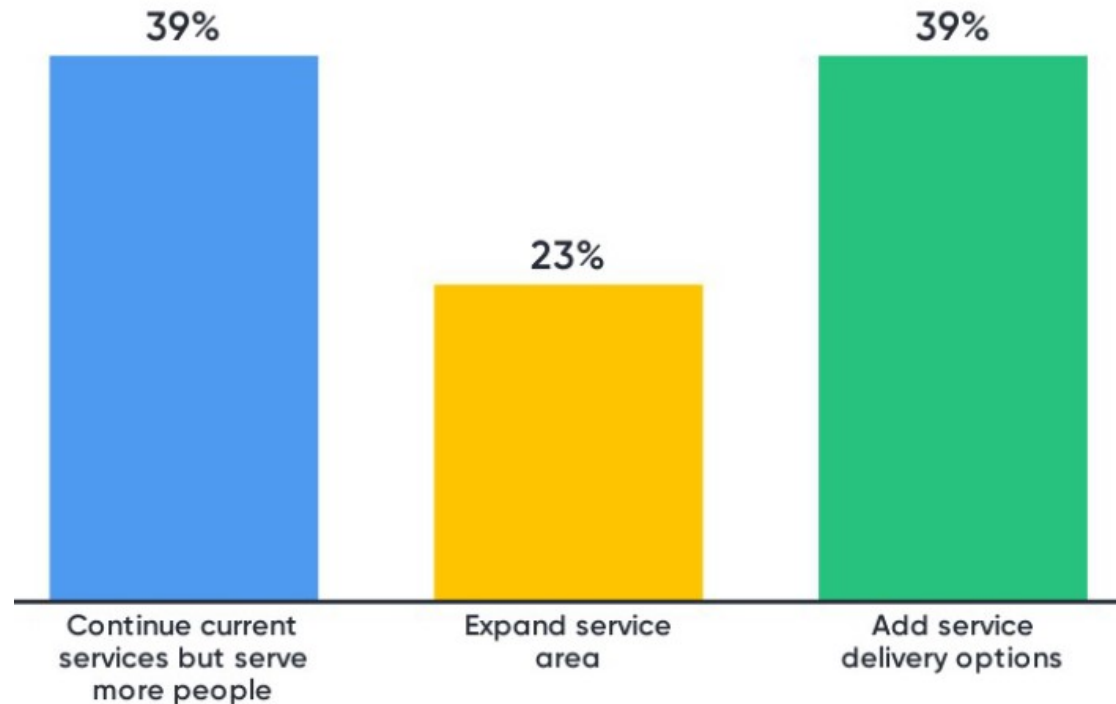
Improving Assistance

Mentimeter Questions: Improving Assistance

In one or two words, what does your agency need to more effectively help clients prevent eviction? (word cloud)

Mentimeter Questions: Improving Assistance

If you had unlimited funds, what services would you provide to clients at risk of eviction? [Multiple choice - ability to select multiple responses; bar chart]

Mentimeter Questions: Improving Assistance

What training, resources, or tools do you need to better provide rental counseling and eviction prevention services? [Open ended]

1. Direct funding of rental housing counseling

2. Legal education on eviction process, proceedings

3. Fair housing

4. Mediation and negotiation between landlords and tenants

5. Landlord outreach, partnership and training

6. Partnerships and share resources/best practices between counselors and public housing authorities/other HUD-funded grantees

7. Budgeting, money management, etc.

Federal, State, and Local Barriers

Mentimeter Questions: Federal, State, and Local Barriers

What are the most significant barriers to a CLIENT avoiding eviction? [Rank the following choices most to least significant]

Rank	Barrier
1st	Not enough emergency savings
2nd	Lack of decent affordable housing
3rd	Change in employment
4th	Lack of knowledge of tenant-landlord laws
5th	Lack of community services
6th	Unclear lease/contract agreements

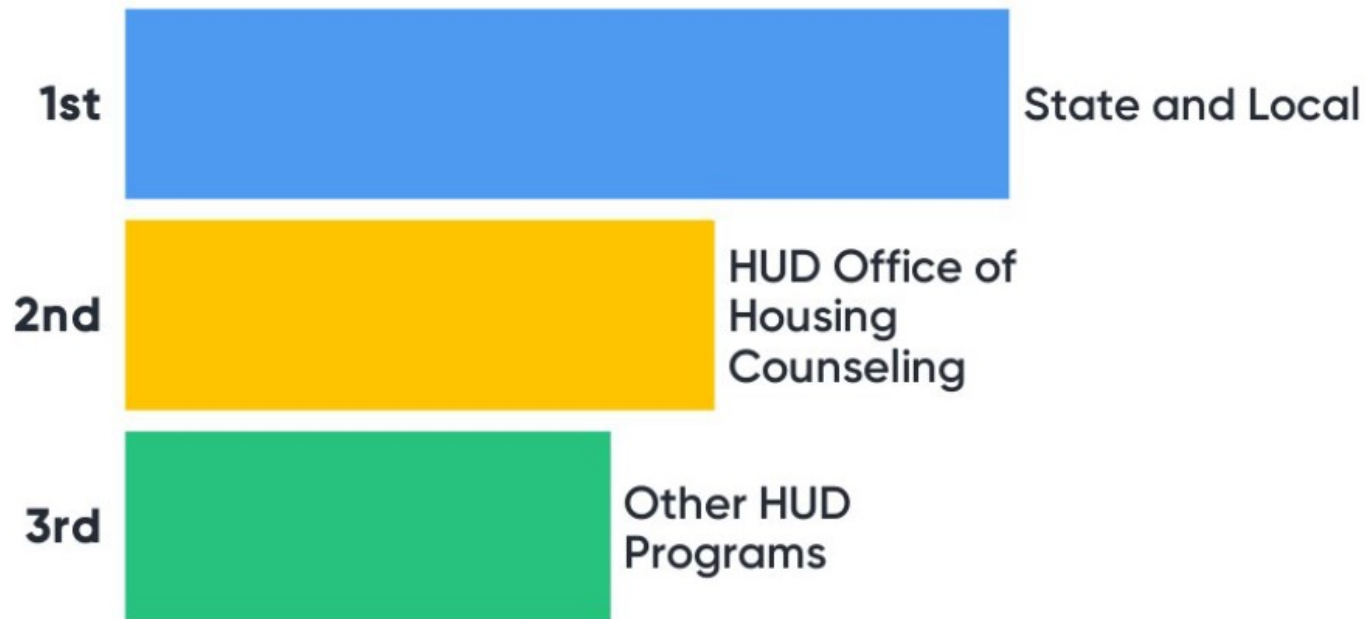# Mentimeter Questions: Federal, State, and Local Barriers

What are the most significant barriers to a housing counseling AGENCY assisting a client avoid eviction? [Rank the following choices most to least significant]

Rank	Barrier
1st	Lack of affordable housing options in the community
2nd	Insufficient agency funding
3rd	Inadequate community resources available for referrals
4th	Lack of landlord/tenant education on rights
5th	Ineffective state/local tenant, housing, or property laws
6th	Inadequate staff training/knowledge
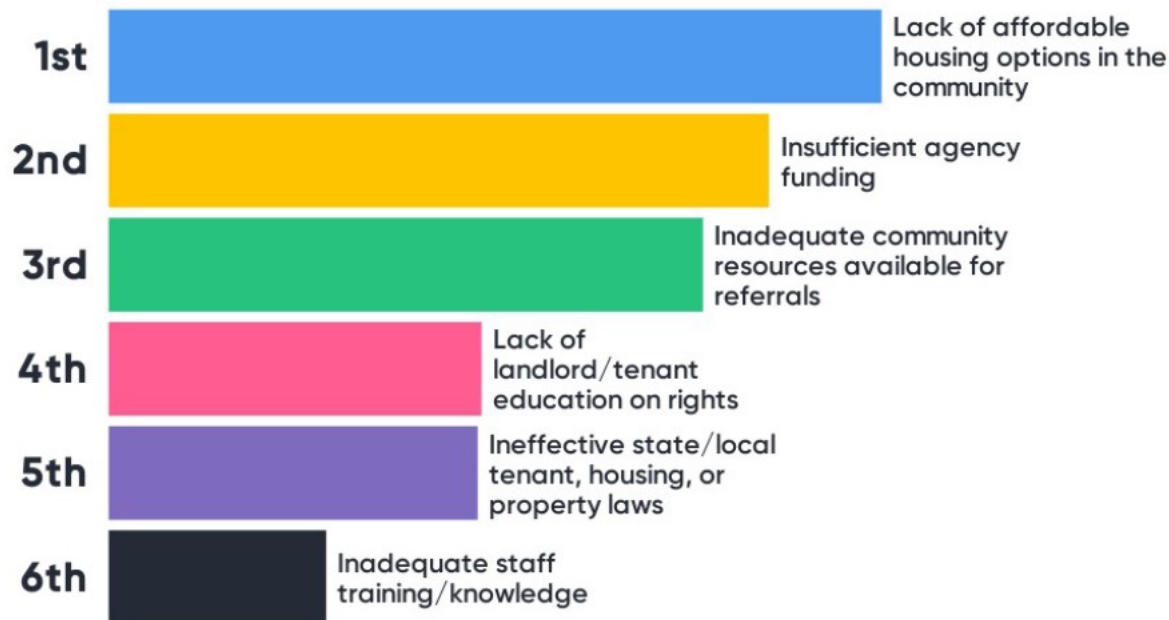
Mentimeter Questions: Federal, State, and Local Barriers

Which level of government could effect the most change on eviction prevention? [Rank the following choices most to least effective]

1st	State and Local
2nd	HUD Office of Housing Counseling
3rd	Other HUD Programs

Mentimeter Questions: Federal, State, and Local Barriers

What types of changes could be implemented by other HUD programs, state, or local governments? [Open ended]

1. HUD
   a) Advocate for housing vouchers
   b) Push for more funding for the Emergency Solutions Grant (ESG)
   c) Expand eligibility in programs (e.g., ESG, must be at or below 30% of area median income)
   d) Mandate connection between other HUD programs and housing counseling (i.e., require all tenants to be counseled in PIH, FSS, etc.)
   e) Revisit Fair Market Rent calculation
   f) Make available and/or provide additional funding for bus passes, work clothing, utilities, food, etc.

2. State/local
   a) Provide emergency funding for rental assistance
   b) Educate landlords and tenants on rights and responsibilities
   c) Explore nondiscrimination in source of income (e.g., voucher holders)
   d) Implement "just cause eviction" legislation
   e) Enforce housing codes

Mentimeter Questions: Federal, State, and Local Barriers

How can the Office of Housing Counseling assist agencies in more effectively serving clients at risk of eviction? [Open ended]

1. Advocate for more funding, particularly for eviction prevention funding or rental housing counseling

2. Provide outreach materials on eviction prevention

3. Training on eviction prevention and rental housing counseling

4. Simplify and/or allow less reporting

5. Provide templates for eviction prevention (e.g., client action plan)

6. Work across HUD on eviction prevention

7. Advocate for more affordable housing

Mentimeter Questions: Final Thoughts

Do you have any final thoughts to share on rental counseling and eviction prevention? [Open ended]

1. Create public service announcements on the effectiveness of housing counseling for eviction prevention

2. Provide pre-renter training on rights/responsibilities and how to be a good tenant before an eviction occurs

3. Coordinate with Continuums of care and coordinated entry systems

4. Link counseling and emergency assistance with homeless programs

5. Provide training for landlord education

Final Feedback & Wrap Up

Other Feedback and Comments

- Is there other verbal feedback you would like to share on eviction prevention?
  - The operator will give you instructions on how to make your comments
  - <u>Please</u> state your name and organization before making any comments

Mentimeter – Final Webinar Feedback

Mentimeter Questions: Webinar Feedback

Did this webinar meet your expectations?
[Multiple choice; attendees will not be able to view results on the screen, but HUD will be able to access after the webinar]

- Yes, definitely

- Different than expected but effective

- Did not meet my expectations

NOTE: This screen will be hidden from public view

Wrap Up

- Our Technical Assistance Provider, ICF, will use your feedback today for two purposes
  - Determine technical assistance tools, training, and other needs
  - Provide a memo to OHC who will use for a report due to Congress
- Thanks for telling your story today!

THANKS for ATTENDING

Office of Housing Counseling

Find us at:
www.hudexchange.info/counseling

Counselor Training and Testing website:
www.hudhousingcounselors.com

Email us at:

housing.counseling@hud.gov

The Bridge:

https://www.hudexchange.info/programs/housing-counseling/the-bridge/