



[00:00:00] Janis: ...for our Moving On webinar series, I'm Janis Ikeda from CSH, and I'm just going to turn it over quickly to my colleagues for some housekeeping.

[00:00:12] Emma: Thanks, Janis. A couple of housekeeping tips before we dive into the content. A recording of today's session, along with a slide deck and relevant additional resources will be posted to the HUD Exchange within three business days. A transcript of the session will also be posted and available as well. To join the webinar via the phone you can use the call in that's listed here. You can also click on the session info tab at the top of the screen to view the call-in information, if you need to be connected via the phone. This is going to be an interactive webinar today.

We really want to hear from you all, so we want to make sure that you're using the chat function and to do that click on the chat box. There it says chat, there's like a blue icon, and then it should pop up on the right-hand side in your panel, and you'll be able to ask questions, and we'll do our best to answer them during the event.

[00:01:14] Janis: Thanks. I'm excited now to turn it over to Jemine Bryon, the Deputy Assistant Secretary for Special Needs at the Department of Housing and Urban Development, to kick us off with a welcome.

[00:01:26] Jemine: Thank you, Janis, and thank you all for taking the time today to learn more about implementing a Moving On program, specific welcome to all of our partners needed to make Moving On work that would be our Permanent Supportive Housing providers, Continuums of Care, Public Housing Authorities, affordable housing owners and others. It really is a community effort. Moving On is one of the strategies that HUD encourages communities to consider in their efforts to reduce and end homelessness. Moving On efforts creates flow within local homelessness systems so that those clients who are ready and want to move to a less resource intensive environment, can do so.

This in turn creates space and Permanent Supportive Housing projects for clients who need both the housing supports and the wrap-around services. While Moving On is always a voluntary choice for our PSH client, HUD has learned from individuals who have moved on, that doing so was an important step in achieving their goals. COVID has only amplified the need in communities to quickly and safely house people experiencing homelessness. Housing people is the best way to help social distancing, isolation when necessary, and to protect yourself and the communities from COVID-19.

Moving On is an innovative strategy, providing opportunities to create flow in your system while meeting client needs in an intentional and sustainable way. While we know the communities are facing extreme challenges right now, it is also an excellent time to consider implementing or improving Moving On effort. The pandemic has made community partners work together in unprecedented ways. There are a number of resources available for communities to utilize, such as mainstream vouchers. HUD has a series of research resources promoting Moving On efforts in communities on the HUD Exchange.

File name: Moving On Webinar Series Introduction to Moving On



We have guides for CoCs and PHAs and project planning tools, HUD has also supported in-depth technical assistance in several communities including Miami and New Orleans which both created successful Moving On partnerships across multiple PHAs and PSH providers in their communities. Moving On is not a new concept. Programs for Moving On have been implemented in communities across the country. We've learned so much from these communities and hope to lift up these successes and help other communities implement Moving On programs. Thank you for joining this webinar and training series.

Most importantly, I thank you for strong consideration and implementation of a Moving On program in your community. Stay safe and be well. Thank you. I turned it over to Janis.

[00:04:28] Janis: Thank you so much. We're going to hear from a couple different folks today including Emma Chapple from CSH as well as Jeremy Nichols is helping us with the tech on the side today, so if you have any questions about techs, feel free to put them in the chat.

I'm really excited to share that Pamela Marshall will be joining us today, and she works at Skid Row Housing Trust and has experience Moving On from supportive housing herself and just has some great stories and tips to share from her experience. Just quickly our agenda today, we're going to do a really quick overview of what this training series in general is going to be.

Emma is going to talk us through Moving On basics and some points about why moving out is important, at which point you'll hear from Pamela. I'm going to talk a little bit about some initial planning steps for a Moving On initiative. Then we'll have time for Q&A, and we'll share some resources. The Moving On training series that is the kick-off for is going to be in seven parts.

As Jemine mentioned, this series is primarily for Continuums of Care, for Permanent Supportive Housing providers, for HOPWA providers and Public Housing Agencies but there are also sessions that are going to be particularly relevant to other housing operators like Multifamily providers and local funders community partners and other groups. We have information on the registration page about each of the sessions and which our target audiences explore, so that you can see which ones are the best fit for you to attend. Just want to share that this training series is informed by the lessons learned from decades of Moving On work in sites across the country including the CA sites that Jemine mentioned through the HUD Moving On TA initiative.

The curriculum is really informed by the products that we've put together over the past few years and the collective experience of all the speakers that you're going to hear from over the next few months. Most importantly in preparation for these trainings we got together two focus groups with individuals with lived expertise in Moving On from supportive housing, both through Moving On programs as well as just on their own Moving On from supportive housing.

File name: Moving On Webinar Series Introduction to Moving On



Their lived experience and collective wisdom are really centered in our messages and recommendations, and we're excited to share. These are the different sessions, we're in the first one today and then the two weeks from now we're going to be doing sessions focused on Moving On resources, one that's targeted to CoC and supportive housing providers and the sort of housing and services agencies, and then one that's going to be focused on PHA, Multifamily and other housing operator audiences.

In future weeks, we'll talk about the assessment, screening and referral processes, creating a culture supportive of Moving On within CoC systems, and Permanent Supportive Housing programs, we'll dig in on Moving On services and supportive housing, and then finally we'll wrap up the series talking about Moving On outcomes, tracking and evaluation. Now, I'm going to turn it over to Emma to talk us through some Moving On basics.

[00:08:05] Emma: Thanks so much, Janis. I'm excited to talk to you all today about some Moving On basics really just setting the stage for what are we talking about when we talk about Moving On. We have many people representing lots of different kinds of organizations that are participating today. We just wanted to lay the groundwork for today's session with a few key definitions. If you have any other questions as we go through the presentation or if there's anything you want us to define or clarify, just let us know in the chat, and we'll do our best to answer the questions. First, we'll start with a Continuum of Care which is more commonly called a CoC.

A CoC is a local planning body responsible for coordinating the full range of homelessness services in a geographic area which may cover a city, county, metropolitan area or an entire state, so if you might be able to talk in that definition, CoCs can really look pretty different in different communities, but they all have in common that they're the planning body for the full range of homelessness services in that area. Moving On is obviously something we're going to be talking about a lot, so hopefully at the end of this series, we'll have a much deeper knowledge of what we mean when we see Moving On.

At its core Moving On is a program that assists tenants and program participants who are ready and wish to leave PSH by connecting them with affordable housing financial assistance and transition supports, meaning services that help tenants prepare for and navigate and adjust to their transition now at PSH. What is PSH? I'm using that term right now, so let's go ahead and define it. PSH stands for Permanent Supportive Housing which is housing that is either site-based or tenant-based meaning that tenants are either all in one single site building as we call it or are in units that are scattered throughout the community without a designated length of stay that is paired with supportive services to assist individuals or families experiencing homelessness, achieve housing stability. PSH requires at least one member of the household has a disability. Another way to think about it, what we say at PSH is that PSH is for people who need services to help them access, affordable



housing, and without affordable housing wouldn't be able to access services, they really need those two working in concert with one another. The services are long-term services, tenant-based services.

That term permanent in that title is something we're going to be interrogating a little bit in this moving on webinar series because when we say permanent, what we really mean is that it doesn't have a designated length of stay, as it says in the definition. There's not a time limit, if someone needs to live in permanent supportive housing for the rest of their life, then they do so. Many tenants for permanent supportive housing, that's the right housing fit for them, and they don't move on and that's completely fine. It is important that tenants have the option and we're going to talk about that a little bit more in this training today.

Another term is public housing agency, or PHA, which is a state county municipality or other governmental entity or public body authorized under state law to administer a housing or rental assistance program. Final definition that we're going to just use to lay the groundwork is racial equity, which is the condition that would be achieved if racial and ethnic identity no longer statistically predicted outcomes, such as racial homelessness, health outcomes, life expectancy, justice involvement, et cetera.

It's very clear and very important to acknowledge that we do not live in a country that has achieved racial equity, and all of us are working in systems that are really full of a lot of racial inequities. Black and indigenous people of color are disproportionately represented in the homelessness system in PSH, in public housing, and all these systems that we're talking about today, and it's important to think about that and ground that when you're thinking about moving on as an opportunity to provide more choices for people who are living in permanent supportive housing.

That's really the part of a racial equity piece, is everyone given the same opportunities and able to have the same sustained outcome. Okay, a little bit more about, what is the primary goal of Moving On, we're going to dive a bit deeper into the Moving On definition itself. The primary goal of Moving On is to support independence and choice for those who are ready and desire to move on from PSH. There's other names for this program, you might have heard of it, or I might call it being a little bit different in your community, some of these names include, Move On, Move Up, Moving Up, Step Up, Overflow, which stands for flexibility, livability, outcomes, and wellness.

Although PSH tenants are allowed to leave whenever they want, many tenants who no longer want or need intensive services remain in support of housing because they continue to need rental assistance. Moving On program enable these tenants to move on by connecting them with affordable housing and other financial resources and providing transition support to set them up for long-term stability and success.

In some, but not many cases, tenants may not need or be eligible for affordable housing, they might be able to move into marketplace housing, but they might still benefit from some of the resources to help them move on, short-term resources to

File name: Moving On Webinar Series Introduction to Moving On



help them move on, and to ensure that they're being set up for long-term stability once they move. Some tenants Moving On will involve a physical move to a new home, this is common when a tenant is living in a single site, that's what I was talking about it site-based, all the units or a majority of the units in the building are for permanent supportive housing, so to move out of from support housing, they need to move out of the building.

In other cases, in terms of scattered supportive housing, it's often possible to switch vouchers, to do what we call a transition in place, where the services move on to another tenant because the tenant doesn't need the services anymore, while the Moving On participants moving in to their current housing with a new operating subsidy. Really important to discuss the guiding principles, which are at the core of Moving On and really are key to making Moving On successful because in PSH you really sometimes tenants leave PSH and go back into homelessness and that is the worst outcome for PSH.

PSH providers are doing everything they can to make sure that that doesn't happen to tenants and Moving On should be the opposite of that. It's about helping people leave but leave into stable affordable housing options that work for them. These guiding principles really help make that outcome possible for tenants who are involved in Moving On programs.

The first principle is that Moving On should always be voluntary, this is also the guiding principle for permanent supportive housing services in general. If you're a PSH provider on the call, you're probably very familiar with this tenant.

When we say voluntary, tenants should be able to make an informed choice about whether they're interested in moving on from supportive housing, or if they want to work towards that as a future goal. This means the tenant should be aware of the option for Moving On, whether through a dedicated program or on their own, and the potential benefits or drawbacks for them of pursuing Moving On. It's all about providing them with the right education, and making sure that at the time moving on, because they're driving that process, it's because they want to move out, not because permanent supporting housing wants the unit to be free.

Even though that's a huge benefit of Moving On, but at the core, it's all about the tenants, being able to take control over their lives and knowing about all the options that are available to them. Collaboration is also critical for the success of Moving On, CoC, supportive housing providers PHAs and other key partners work together to design and implement programs to meet all the needs for tenants who are moving on. Community-based support, which may include mainstream services and resources as well as community-based and personal support, such as houses of worship, support groups, families, et cetera, are key resources to ensure that tenants are stable when they move on from PSH.

There's an affordable housing crisis everywhere pretty much so, affordable housing is key to making sure that tenants are again having that successful, really positive

File name: Moving On Webinar Series Introduction to Moving On



moving on experience and are not moving back into homelessness and the collaboration with different affordable housing providers is really key to making sure that moving on works for tenants. Another key is the Robust transition supports. Something we heard for almost all the individuals on the Moving On focus groups that we put on before the training was that they wish there had been more support available for them as they navigate the process of connecting the housing vouchers or other resources, finding a new home, making the transition and getting through the adjustment period after leaving supportive housing.

This support is crucial to helping tenants feel secure and comfortable in their new situation. Whenever possible, the support from the PSH providers should be provided or reinforced by a peer, someone with lived expertise. A peer can be so helpful in this situation because, often those services are provided for by a case manager and permanent support housing case managers are really great at helping people move from homelessness into supportive housing, but they might not be of use to help what the process is like to move out of supportive housing.

If there is a peer who's gone through that process, who knows all the emotional difficulties and all the logistical difficulties as well, that can just be crucial to helping people move on in a way that's sustainable and helpful to them. It's also important to acknowledge that just because someone doesn't need the long-term intensive services of support housing anymore, doesn't mean that they don't need these transition services and just because these transition services are necessary, that doesn't mean they're not ready to move. It's the different kind of services that acknowledge that this is a huge change in someone's life, and that there's a lot of things that you need to put in place in order to make sure that that transition goes smoothly and is successful.

The core components of a Moving On strategy or programs are again that sustainable affordable housing. Programs typically connect tenants to dedicated affordable housing resources such as Housing Choice vouchers that are assigned by public housing agencies who are moving on preference, or Section 202 or 811 units made available by multifamily properties through a Moving On preference and their tenant selection plan.

Moving on program planners must engage and partner with PHAs and housing resource holders to ensure that commitment and develop a plan for making referrals. Again, this affordable housing is crucial because unfortunately, because of the affordable housing crisis, it's just unlikely that many tenants will be able to afford the market rate housing, but that doesn't mean that they still need the intensive services of PSH. Connecting them to the affordable housing is more appropriate to their current situation is really key to making this a successful program.

Transition supports that I was talking about cover anything that a tenant as they prepare to undergo and then adjust to the transition out of supportive housing. As with any case management service plan the transition plan should be directed by the tenant and should include whatever support they need in order to successfully move

File name: Moving On Webinar Series Introduction to Moving On



on and be set up for long-term stability once they do. This is why a peer can be so helpful because a peer is going to know what those supports might be and then work with the tenant to help the tenant figure out what are exactly the support that they need to make this a successful positive thing for them.

Moving On programs should also ideally include flexible financial resources which can help to cover expenses such as a security deposit, housing application or background fees charged by landlords, furniture, a moving van, or services. These resources typically come from the private funders although in some places they've been covered by local government sources. The availability of these funds can make the difference in who can move on, and who can't, and it's critical to ensuring that programs are successful at scale. Again, there's always going to be extra finances when a move is involved, and it's really helpful and important that the program is able to provide finances to cover those costs.

We're going to do some grounding now on why is Moving On important, and we have people from lots of different types of agencies and organizations on the calls. We're going to talk about the importance of Moving On from a few different perspectives starting with what we know about why tenants might want to move on. I'm going to start with a question and you can put this in the chat, put your answer in the chat, or you can just reflect if you know and think to yourself because I think for a lot of places moving on is really a culture shift, and there's a lot of CoC systems and PSH programs where it's not that common for tenants to move on.

While you think about your own system, in your own program, let us know or just think to yourself in your program or CoC, are permanent support housing tenants who wish to move on from supportive housing able to do so, because that's one that you commonly see. I'll give you a minute to reflect and put in the chat what you think.

[silence]

Okay, I'm getting, yes, some people can, some people that's common, for some people it's not, that it really is about finding affordable housing, some people are not able to cover the cost, and a lot of programs can't cover the cost as well. It looks like it's a bit of a mix which I think is pretty typical. This series is going to be helpful if this is common, or also if it's a new concept to you, we're going to provide some tips that I think will be helpful for people who are in different places.

All right, and with that, I'm really excited to introduce Pamela Marshall who is going to be speaking today about her own experiences with Moving On. Welcome, Pamela. Pamela, it looks like we're having trouble hearing you, let's see.

[silence]

Okay, Pamela, I think we're going to get some help for you to join the audio. While we're working on that I'm going to keep going we'll come back and hear from Pamela a little bit later in the training. How is Moving On different from the status quo, and I

File name: Moving On Webinar Series Introduction to Moving On



think what's really interesting and exciting about Moving On is that it's something that happens on multiple levels, and if you have a successful Moving On culture and successful Moving On programs, it's going to be a culture shift at the systems level, at the program level, and at the individual level.

At the system level what's really important and really helpful about Moving On is it means that more permanent supportive housing units become available. As Janine said at the beginning of the training, this is a huge priority for HUD. I've never talked to a community that wasn't struggling with not having enough permanent supportive housing units and Moving On is a wonderful way to open up more permanent supportive housing around the country.

Then at the program level, it also creates more open units and it makes those services available to tenants who really need the services because sometimes they're living in permanent supportive housing, but they don't need the services anymore, and by helping tenants move on then you're also opening up those services and housing to be available to tenants who really need it.

Then on the individual level, its tenants have more choices, they're able to thrive in whatever setting they want to be in, and guiding principle of permanent supportive housing and of housing first is tenant choice and Moving On really picks up, takes those choices, and makes sure that those choices are offering the full range of choices for tenants who are in support of housing and meets tenants where they're at because some people might have needed supporting housing at one point, but don't need it anymore, and Moving On really makes it possible for tenants to be honest about where they're at, and to have goals for where they want to be as well.

I'm going to go back and check. Pamela is your audio working? Okay, I'm going to keep going then. Why do tenants move on from permanent supportive housing, this is something that Pamela is going to talk about, she has a really specific experience that I think will be really helpful for everyone to hear. A couple of other reasons that people might move out is that there's a lot of different reasons. Some people want to be connected with family, sometimes they don't want to live in supportive housing anymore.

I'm going to take a quote from someone who was in our focus group, and this is someone that said that they moved out of support housing because I wanted more freedom, I couldn't have guests, I had an 11:00 PM curfew, I wanted freedom and agency over my life, versus someone telling me all these things. Also, I had the ability to move on so I felt I should vacate that subsidy to someone else who could use it.

This is one example of someone who lived in a single site permanent support housing that had fairly strict house rules, and they really wanted the opportunity to live in a place that didn't have these rules, where they could have guests, where they could kind of be their own home. I also just want to acknowledge the generosity and



the awareness of tenants who are living in supportive housing that they know that they people need to supportive housing if they don't have it.

Likely they still have friends who might still be homeless and they know that there are other people who need these services, so if they no longer need those services sometimes it's the best option for them to move on. Some other common reasons that t people move on from supportive housing is that they want to move in with family members or significant others.

This is a big goal of PSH, is to connect tenants with their family supports, with all of bringing back those relationships that might have been broken in the past, and so it's a wonderful thing if people are able to kind of restore those relationships and then want to reconnect and live with family members again, or perhaps significant others. When people meet someone while they're in supportive housing and they are not able to live together in their current situation, get married, or something, and moving on allows them and couples to live together.

Sometimes people want to move to a new neighborhood for work reasons or to access their schooling, or other opportunities for their children, or to get away from substance use triggers, or just be close to family and friends et cetera. These are all reasons that people have. Site-based supportive housing isn't always located in particularly desirable neighborhoods and several participants of our focus group mentioned wanting to get away from substance use triggers intensification, which includes their fellow PSH residents as a driving factor in wanting to move on.

Also, sometimes people are living in something that's permanent supportive housing, but it's also more like a single room occupancy situation, which means that they don't actually don't have their own space, they have to share a bathroom or a kitchen, and they just really want to live independently in their own full apartment and have that full space. Okay, I'm going to turn it over to Janice now.

[00:29:24] Janis: Thanks. It looks like we have lost Pamela, maybe is having an issue with the internet connection, so apologies, we will keep moving and hope that we're able to get her back on quickly. Apologies also, I see that we're having some issues with the chat, I know that we're working on that in the back end, but in the meantime, if you have questions feel free to just send it to all panelists, then we'll take a look and be sure to answer them. Okay, just wanting to get back to the slides. Why should different agencies care about Moving On? This would be a lot more easy to sell and explain if Pamela had just done the pieces here about her experience.

I think it really illustrates why these programs are important, but overall, the general reason for everyone here, whatever sector is that helping tenants who are ready to move on from PSH do so ensures that they remain stable in housing, it creates opportunities for that growth and tenant choice they're looking for. It makes room in supportive housing for people who're currently experiencing homelessness, which as Jeanie mentioned it's particularly important in the context of the pandemic, with so

File name: Moving On Webinar Series Introduction to Moving On



many people on the street and in shelters who are particularly vulnerable to illness and death from COVID-19 because we know they'd be safer in permanent housing. From a CLC perspective, Moving On programs can help you increase positive turnover from PSH.

It allows you to really maximize the use of those precious existing PSH resources and have more vacancies to fill with people currently experiencing homelessness who need a high-level of services and support. For housing providers, for PSH providers, Moving On is a great opportunity for your tenants. It benefits those tenants who are interested in this program. Not everyone, but it does create opportunities for tenants who are interested. In addition, Moving On helps to demonstrate just how effective your PSH program is.

Taking someone experiencing homelessness and really providing the stability and support and help that they need to grow and thrive. It ensures that you can keep doing more of what your programs were designed to do, which is help people experiencing homelessness gain stability in housing and just all the benefits that come from that. For our housers in the room, I know we're going to do a session in two weeks that's focused specifically on you, but for those who are here today, it's just important to your community's efforts to end homelessness.

Serving clients moving on from supportive housing gives you a stable tenant with a history of paying rent on time, with stable tenancy background, while also then letting the supportive housing provider then take someone else experiencing homelessness into that program slot. I just want to see, we don't have Pamela back yet, right? Okay, I just want to talk about racial inequities and homelessness.

Emma talked a little bit about this when we talked about definitions. A lot of people on the phone right now or who are in this webinar might be very familiar with this information that I'm going to share here, but just wanted to give a little bit of grounding because we're going to be talking about equity throughout all of this webinar series. Structural racism, when we talk about that, that's about all these different systemic social institutional forces that create and reinforce inequitable outcomes for people of different racial and ethnic groups.

We know from our data, this is from population estimates point in time AHAR data, that Black or African-American people make up 13.4% of the total population, but 40% of people experiencing homelessness. That is not explained by being below the federal poverty line. That's not an equivalency. It is that racial factor that really has over representation in the homelessness system and for people in PSH.

We talked about it here with Moving On, because the same barriers that create issues that lead to inequity in the rates of people experiencing homelessness is the same forces that also create additional barriers for those Black people, Indigenous people and other people of color who would like to move on from supportive housing. Some of the factors that contribute to these inequities, both in who we see experiencing homelessness, as well as the challenges for particular groups in

File name: Moving On Webinar Series Introduction to Moving On



Moving On are economic and income inequality, discrimination in housing, both current and historical, and on individual and systemic levels.

Employment discrimination, inequity in representation in criminal justice systems, in rates of housing evictions, and health inequities. We're going to talk a lot about this in all the different sessions. I know we haven't really dug into what the planning process is yet, but just want to start, before we even talk about that planning process with thinking about how to advance equity, because it's important that we do that in all of our programs. From a system level, communities can develop programs that help to mitigate those impacts of structural racism that we talked about in a couple of ways.

One is by designing programs and partnerships with people with lived expertise. That includes Black people, Indigenous people, and other people of color. It's not the same group always. There's overlap, but we have to be careful about including both and making sure that programs are inclusive and responsive to the people that they're intended to serve. You're hearing that a lot in all of our discussions about rehousing in general and the response to the pandemic. It's just as important here with Moving On. Another thing is making sure that there are adequate resources.

All those components of Moving On that Emma talked about and including these resources or housing, flexible resources are really important to make sure that we're helping supportive housing participants exit to a stable financial footing. Then we really need to track and analyze outcomes at all stages Moving On programs by race and ethnicity, like we should be doing for all programs and developing and implementing transparent objective processes for tenants to apply for and access Moving On resources.

We're going to talk a lot more about that in that assessment and referral training session that we'll have in a couple of weeks, but this is really important to make sure that we're reducing bias and really advancing equity through our programs. On an individual level, to participant services, there are a couple of things that programs can do to also mitigate the impact of structural racism. First, making sure that all staff are trained on bias trauma-informed care systemic structural racism and the impact of that on their tenants. Building intensive supports, like employment services that can help tenants overcome hiring discrimination.

Services that help tenants repair or build credit, and just having that as a part of their regular PSH programming, whether it's the provider doing that or it's a partnership with specialized agencies that can provide those services, they're really critical to helping position tenants eventually to move on, especially tenants who are most impacted by structural racism. Providing housing navigation services, helping tenants understand what are their laws and what are their rights around housing discrimination, helping them prepare for landlord interviews and other pieces.

Also just working with partners, working with our housing partners, with landlords and others to lower barriers that disproportionately impact people of color, including

File name: Moving On Webinar Series Introduction to Moving On



any barriers around people with previous eviction histories and people with justice history, but beyond that as well. Okay, I'm just going to keep going as we work on getting Pamela back. Now just moving on to planning for Moving On initiative. I think we still are having an issue in the chat, but if you just want to type in some things to the panelists, I know that's all that you can do in the chat right now.

If you can just type in you know what are some of the barriers that keep tenants from moving on from PSH in your area, then I'll take a look and read some of those off. I think we did have some folks that mentioned some things before. I'm also just going to go back up and scroll through what we heard before. One struggle is affordable housing and just finding affordable housing being an issue. Also, some program participants are not able to cover costs to move on and programs aren't able to cover those costs. Also seeing mental health. Security deposits again, employment, lots more mental health, affordable housing, lack of housing vouchers, lack of income, learned helplessness, costs, and low self-esteem, older clients where it's harder to find jobs. Sometimes tenants are nervous to give up support. Legal background and criminal record, no decent affordable rentals. Now, they're coming in much faster than I can read. Absolutely, these are really great, and we will post this chat later, so you can see more of what other folks are joining in and continued need for extensive support for untreated mental health and other rules that prohibit moving on initiatives, and the fear of the trauma of becoming homeless again, absolutely.

I think you all have covered a lot of what's on the list here. Right? The accessibility of affordable housing or vouchers that they can use to find affordable housing is one of the biggest barriers. Sometimes tenants just don't even realize that moving on could potentially be an option. Lack of support to help with the transition. We're going to talk a lot about that and what services. Even the most stable tenants, we've found through initiatives, really need support to help their transition to get them to that next step. Fear of leaving PSH which we saw from a lot of folks. Even when someone is really stable, they can be fearful of leaving because maybe they attribute that stability to PSH.

Then financial health and financial health is something that we'll talk about in our creating culture of moving on and our services training. Often, even when there is affordable housing or a voucher available, financial health particularly having a poor credit history or a lack of a credit history, as well as problematic debts, debts that are causing wage garnishment and other issues like that can really prevent tenants from moving on even when there are lots of other resources and services around.

These are important to keep in mind as you do planning for moving on initiatives because those are the barriers that you are working with a lot of different partners to help tenants overcome. How is the system? Can we really break down these barriers, and change so that we are enabling tenants to move on if that's what they want to do and positioning them over the long term to be able to move on if that's what they eventually want to do.



There's a couple of stages of planning and I'm going to talk through the tool in just a second. The project plan template which I'll quickly show you this slide is a tool that's available on HUD Exchange. We have the link here. We'll send out the finds, and we'll have follow-up information, but you can access this excel-based tool. It has a number of different tabs on the bottom that walk you through what are the key planning stages.

The first being to identify a leadership team. To think about your housing and resources that are available locally so starting to prepare to do that. Then, there's an actual separate resources inventory tool that'll help you go through the different resources. Then, conducting a local assessment to inform project design, write what questions are you asking, what are you thinking about, and developing action steps, goals, and timelines. That is a specific piece here that's important to your next steps in terms of planning as well as implementation and then developing outcomes measures and targets.

This excel-based tool, their area lot of things that you can edit in here. It just walks you through what the planning process could look like and has some useful tabs. There is starter information on some of it. You can see what's useful for it, what you want to change, but it just walks you through and gives you some potential partners that you might be thinking about and potential questions. Although you can just change that in the document to see what makes sense for you and your partners locally.

Some of those key partners we just wanted to talk about here initially, Continuum of Care leadership. I know we had CoC folks on the phone so that's great. Public Housing Agencies, hopefully, we have some of those on the phone and as well on the session that's in two weeks from now. Local government, PSH providers, people with lived expertise. Most importantly, people who have moved on from supportive housing in your programs as well as current PSH tenants. Just thinking about what are the needs locally? What are the challenges that people who have moved on by themselves if you didn't have a program? Wait, what did they face? What could have made their experience different or better or more successful?

Then, what are the challenges that current PSH tenants who want to move on are facing, and how do we design a program that works and helps them get through those issues. Affordable housing developers, owners, and operators are another important source of affordable housing. Community resources and services providers because like Emma talked about with collaboration being a key piece of moving on initiatives. We need to be connecting tenants with mainstream services and resources when it's not all coming through the PSH provider.

Then funders, there's some costs for moving on that just can't be covered through funding that you have. Private foundations have played a key role in a lot of moving on initiatives as well as local funds. Then, landlords can be another key partner for some of the pieces of the moving on process. Those are some key partners, you might have other ones locally depending on what your Continuum of Care looks like,

File name: Moving On Webinar Series Introduction to Moving On



what your stakeholder engagement looks like locally. These are just some folks that are important to have around the table. Hopefully, it illustrates right how many different sectors need to be involved in order to make this a really successful program.

Just a couple of keys to success, we want to mention in terms of planning. One, it's really going to take all these different systems to break down the barriers. There are all these different challenges. It is not easy when we ask the question before about if it's easy for tenants to move on for supportive housing or if they're able to do it in your area. A lot of the responses that came in were no. It's really difficult and obviously, there were a lot of barriers that you all shared. It's going to take multiple systems.

This is not something that a PSH provider can do all on their own or even a CoC. We need resources and support from multiple areas. You're going to need to build strong cross-agency partnerships. Even when you have resources committed from a lot of different people, it's still going to be important to have a coordinating entity. The CoC is a great entity for that to really facilitate those partnerships ensure coordination as you do planning and implementation and outcomes tracking and just making sure that everything is easily working between all the different partners.

Then data is going to be important. As you think about planning, you want to make sure that you're planning to use data to measure progress and make changes as needed. As I mentioned before, we want to make sure that- that can be disaggregated by race and ethnicity. You're going to want to center input from people with lived expertise in all stages of the process. You don't want to create a program where you haven't talked to anyone who's currently in support of housing or who has moved on and find that your program doesn't meet the needs of people who actually want to move on.

Then, just another discussion question for folks in the chat. I realized that there are some questions that have come in, so I'll also take a look at those as we get to the Q&A portion. For this discussion question, what strategies have worked for you in the past with connecting with external partners either around moving on if we have any people who have done that, or just CoC's in terms of what's worked for you with connecting with PHAs or working with other partners? What strategies have worked for you in the past?

[silence] Cold calling and letting them know I want to learn more about them. Absolutely just starting from a place of where we are looking for what partners are interested in so that we can figure out how that matches up with what we want to do. I'm going to quickly go through just a few more of these, and then I'm excited to turn it over to Pamela because I see she is back on.

A few more things, calling partner agencies before recommending them to clients. Absolutely. If you're connecting someone to another community agency, just checking in with them before and making sure there's a warm handoff there is

File name: Moving On Webinar Series Introduction to Moving On



helpful. Stakeholder meetings, establishing committees and subcommittees, having different groups participating with the continuum of care. Someone sharing that they're a PSH provider, and it was helpful when the continuum of care brokered a voucher opportunity with the housing authority and used that relationship to identify units for Moving On. Someone also said case conferencing. Great. Those strategies are all great.

The last slide that I have here before we turn it over to Pamela is just a few ways to recruit partners using language that they understand. This goes back a little bit to that, why should I care about Moving On? Depending on who you are on the phone, just think about what those other stakeholders that you're trying to connect with value, and what their language is. For CoC is talking. If you're a PSH provider and you want your CoC to get involved with this work, talk to them about how movement within the homeless assistance system is going to help them house more people who need PSH, which will help them move more individuals out of homelessness.

For PHAs, you can talk to them about Moving On initiatives and how they can reduce time to lease-up and increase utilization for their housing choice vouchers or fill vacancies in public housing. We have a whole section in one of the resources that's online called the *Moving On PHA How-To Guide* that's all about how CoCs can engage PHAs around Moving On that includes some stuff there. If you're trying to engage a PSH program, you can talk about how Moving On initiatives provide opportunities for their current tenants and let them help more people.

If you're talking to tenants, this is about providing options for them and supports if they would like to move on. Now I'm going to go back and get to the best part of our discussion, which is Pamela Marshall who's going to just tell us a little bit about her experience, and what she'd like to let the people on the phone know as you're thinking about developing, or scaling, or enhancing Moving On programs.

[00:53:35] Pamela Marshall: Hello. My name is Pamela Marshall. I'm a CSH Speak Up advocate. People with disabilities make up over 40% of the people who are homeless in America. I never imagined I'd be one of them. In 2003, I was a single mom living in a two-bedroom house with my two girls. I was working as a hairstylist when I got sick. I was hospitalized and learned I had a disability that had no cure and no pain relief. I was devastated about it all, but especially about not being able to go back to work. I was bedridden for seven months while my bills and my problems were piling up.

Being no stranger to trauma, I started drinking back in elementary school, but at that point, I started drinking and using heavier than ever before. I was abusing painkillers, picking up new habits, trying but failing to ease the pain and the fear of what was to come, like giving up my girls. That was the hardest, but I knew I couldn't take them where I was headed. When I made it to Skid Row in 2010, I was addicted, scared, alone wracked with pain and guilt because I failed.



One morning, I walked into the Downtown Women's Center, I was dead tired and a woman at the desk saw me. Not the outer shell of what I'd become, she saw me. She asked me what's wrong, and I told her everything. She talked to me about complete recovery and affordable support of housing, which was exactly what I needed for a new start. I went into treatment into a sober living home. I even had to return to Skid Row 3.5 years sober and it was hard, but not as hard as before. This time I came back with a totally different mindset. I stayed at the Union Rescue Mission for eight months and I refused to give up.

I got my kids the day before Thanksgiving of 2016. When I moved into my place, just being able to take care of my basic needs meant so much to me. It removed so much stress and things began to improve in my life mainly my health. That first place had a shared kitchen and a shared bathroom. I'd only moved half a block away and at the time I didn't get why couldn't seem to get out of that area, but I was grateful to be home. The streets were behind me. I no longer had to share living quarters with over 100 women. I was finally able to cook my own meals and not have to stand in long lines just to use the shower or use the bathroom. I was grateful for each step because with each step it got better.

In December of 2017, I got a job as a peer advocate for Skid Row Housing Trust right down the block from me, a half a block away from the shelter in the opposite direction. Who knew that my pain had a purpose and that there was something just for me right there in that very place that I didn't want to be? Right away, my team introduced me to CSH. By the time I graduated the program, I was living in a much nicer SRO on Hull Street. The level of support of services offered there was huge, but due to my work schedule, I didn't have the opportunity to participate in services often.

When I got a new case manager, she insisted that I make time to at least check in with her, and encouraged me to utilize some of the available services. In November of 2019, she asked me for one open case manager position. I went back and forth with the ideas for a while because as far as I knew, Skid Row Housing Trust had never hired a resident as a case manager. I applied, was interviewed and then I didn't hear anything. I got in touch with the director of services and we had a meeting. He told me that he heard that I had a phenomenal interview and he wanted to give me the job, but that it was a conflict of interest for me to be a resident and do case management at the same time.

Immediately my wheels started spinning. You see, I knew I was still going to need help. I have been working part-time **[inaudible 00:57:03]** trying to get provision of the baby food. Upon accepting a position, I was given six months to move on and I agreed. I was promoted and started on January 16, 2020. I got the voucher May 25th, so technically that's when my six months started. When I made the decision to elevate, I had no idea that I was going to be pushed forward to move on right away and that there was no structure in place and nothing to give me a guideline on how to go about it.



Then several months later, I was exited from the program and no longer technically had a case manager but thankfully, I gained a colleague and a mentor who really believed in me and truly supported my transition. She told me how to go about getting my voucher and said we would figure out the rest together and we did. COVID-19 hit, I was still learning my new role, trying how to be creative and figure out how to do everything remotely and I had to start looking for apartments, the new contract with the voucher. My mentor and I often spoke on the phone. She'd ask if I was apartment hunting, where did I want to live, what did I want, what did I think I deserved.

She kept telling me to start packing. I was looking, but I wasn't having much luck. I got turned down for places I really liked experiencing discrimination based on the voucher alone. What I didn't know was that she was looking too. One day she called me and said she found a brand new building, set up a viewing, and was going to see it on her lunch break. She called me up and gave me a virtual tour while I was working. She was super--

[pause 00:58:47]

[00:59:33] Janis: Pamela, we lost your audio feed.

[pause 00:59:37]

[01:00:10] Janis: Pamela, can you hear us? I think we might be having a connectivity issue. [silence]

[01:00:24] Emma: I'm going to try to get her to call in through a three-way call or something. Janis, if you want to go to the questions, I can work on getting Pamela.

[01:00:36] Janis: Sure. Thanks so much. It's disappointing. Pamela is just wonderful and it is fantastic to hear her story. I hope we can get the audio back. A couple of questions have come in. We have answered some of them in the chat, I think, but I just wanted to talk through a few. One of the questions that was asked or a couple of questions came in about outcomes tracking and the use of HMIS and housing authorities not using HMIS. We have shared that's true and there is nothing in HMIS right now. There is a way that you can say that a tenant is exiting to a voucher.

What we've done in Moving On initiatives in the past usually is have that coordinating entity that I've talked about, whether that's the CoC or someone else, tracking outcomes more globally there. It requires getting information from multiple partners, so getting updates from the housing authority about what's going on with different tenants there as well as the providers. It is all going to depend on who you're working with locally, what information you're trying to capture, and what that's going to look like. We will have a section in our final session which is, I think, in the middle of May that's going to dig in specifically on how you can build out outcomes tracking in your program.



Another question that has come up is about funding so grants specific to Moving On projects. We answered this in the chat but also just want to share because a couple of people have asked. There are mainstream vouchers that have been released by HUD that a lot of communities are successfully using for Moving On efforts. The short answer around the other costs is that no, there are not grants specific to those kinds of projects. A lot of communities have used local or foundation funding that cover the gaps. We'll be talking a lot more about different resources and costs that they can be used for in our session two weeks from now that's focused on CoCs, PSH providers, and other housing and services folks.

Do we have audio back for Pamela yet? Another question that came in is using the phrase of ready to move on makes me uncomfortable and reminds me of the old school philosophy of housing ready. Just want to talk about this a little bit. Absolutely, understand the discomfort with that term. I think this is something that has come up before is that we don't want moving on to feel like a step backwards where we were talking about housing readiness. I think the challenge here is that, in supportive housing, Moving On tenants have that stability and that ability to be there long term.

When they move out of supportive housing into, say, a housing choice voucher, that safety net that the supportive housing provider can come in with if there are challenges is not necessarily there. It's difficult when you are having someone transition out of supportive housing. You want to make sure that they are not someone who is going to re-enter homelessness right away if they still need those intensive supports. I think that there are a lot of different factors that we talk about in terms of readiness. We can think about what other words can we talk about there? Does the tenant feel confident in their ability to live independently and move on? Is that what they want to do?

Do they have a history of paying rent on time, of the utilities on time, and other things that are going to position them for success with living independently? I think it's always about a conversation between the provider and the tenant about determining if this is the next right step forward for them. It's not about the provider determining attendance readiness or not. It's really a conversation about, is this the next right step for me as a tenant and as a provider? How is that conversation going? What do I think we can be working on together? All of that.

[01:05:58] Emma: Hi, Janis. This is Emma. I believe I have Pamela on the phone here with me. Are you there, Pamela?

[01:06:03] Pamela: Yes, I'm here.

[01:06:06] Emma: Excellent. Can everyone hear Pamela?

[01:06:10] Janis: Yes.



[01:06:12] Emma: Great. We're going to go back to Pamela's story then. Sorry for the technology problems, everyone. I think it'll go smooth from here on and then we'll return to the questions. Thanks so much, Pamela. Everyone was really riveted by your story so I'm glad we can have you continue. Go ahead.

[01:06:29] Pamela: Thanks. Sorry. It never rains in Southern California. My mentor and I often spoke on the phone. She'd asked if I was apartment-hunting, where did I want to live, what did I want, what did I think I deserved. She kept telling me to start packing. I was looking but not having much luck. I got turned down for the places I really liked, experiencing discrimination based on the voucher alone. What I didn't know was that she was looking too. One day she called me and said she'd found a brand new building, set up a viewing, and was going to see it on her lunch break. She called me up and gave me a virtual tour while I was working. She was super awesome.

She was my one-woman Moving On program. I loved the place and applied the next day. Several days later, the owner called me, interviewed me over the phone, and said everything looked good. He said he would let me know in a few days, hung up but then turned around and called me right back. He said, "Do you think you can come by today so I can sign your paperwork?" I'm still on the front lines giving back and providing services. Today, I get why I'm supposed to be there. My Skid Row residency ended July 8th, 2020. Thank you, guys.

[01:07:38] Janis: Thank you so much, Pamela. Really excited to have you here. Sorry about the technical difficulties. Just great to hear the story.

[01:07:48] Pamela: Thank you.

[01:07:49] Janis: Are there questions specifically for Pamela?

[01:08:01] Emma: I see a question here. Someone's asking Pamela, "How did you meet your mentor?"

[01:08:06] Pamela: She was my case manager. Before she was my case manager, she was just a colleague. She was actually working in the building that I'm working in now. She got transferred to the building that I was living in and became my case manager. While I was a peer, I had a case manager before that said it wasn't necessary for me to participate in services because I was a staff member too and I didn't really have a lot of time. She insisted that I get involved.

[01:08:41] Emma: Another question here is what do you attribute to you being able to continue to succeed?

[01:08:47] Pamela: I can't hear you. Say that again.

[01:08:50] Emma: What do you contribute as the key to you being able to continue to succeed?



[01:08:55] Pamela: Determination, not giving up. I already met a bottom and I don't want to live the way that I lived before. I just continue to elevate. I'm just looking for a better way to live. It's getting back to the old me but new and improved.

[01:09:18] Janis: This is a little bit related but I don't know if there's anything else you would add on this. Pamela, what kept you going and not giving up in your housing search? We know that for a lot of tenants who want to move on, that is a huge challenge.

[01:09:35] Pamela: For me, I was at a turning point. I had already taken this position, and it was no going back. I didn't want to go back to being a peer. It's possible they might have given me that position back, but I wasn't willing to give up. I was stuck. It was either a swim or sink so I decided to swim. I just kept looking. I knew I would find something eventually, but I didn't realize that she really had my back the whole time.

[01:10:07] Janis: That's great. Another question is how would you encourage or what advice would you give to people receiving program assistance and seeing that means PSH tenants who are seeking opportunities to move on?

[01:10:23] Pamela: To get prepared, to seek out services, start saving money. Actually, I started looking before the voucher even came to get me in the mode of looking and finding out who would accept this program, the housing choice voucher, and who wouldn't to give me an idea of what was available out there. Then during COVID, it was a little bit difficult to look so I just kept looking and checking things off or putting stars next to different things that I liked. You need a lot of support. I know that I needed more support and it wasn't there, but I didn't give up. You can't give up because a lot of people are going to turn you down just based on the voucher alone even though it's illegal.

[01:11:16] Janis: This is something that someone else asked a question about, how do you get landlords to accept more housing choice vouchers because that's an issue in the community, right? The housing choice voucher or the housing authority has the vouchers but a lot of people lose them because they can't find a landlord that's willing to work with section 8. This is a challenge because some places have laws against discrimination based on source of income which a housing choice voucher would be considered. In some places, it is illegal to discriminate against someone just because they have a voucher, although sometimes they're exceptions if it is a very small landlord or other things. It can really be a challenge. I think what we've seen is just that building relationships with landlords, having a housing specialist or someone who is dedicated to building those relationships and treating the landlord as a second client in some ways, helping them saying there's going to be aftercare for participants that's available, here's a letter of recommendation from the property manager or the housing provider, this is a tenant who is going to be great in your housing, can be helpful but it's certainly a challenge.



Sometimes we also see this discrimination against people with section 8 vouchers and it's really racism. That is how it manifests sometimes with that kind of illegal discrimination, but that's the way the landlords are doing it. It's definitely a challenge and I think it's something that you really need to work on and build relationships locally to figure out to get through these issues. Sometimes it's better to do that at the system level, to have COCs or larger PSP agencies really developing those relationships because it's very hard for a case manager or a housing navigator to do that and to build that network in the same way.

Pamela, another question is what advice would you give to moving on teams to work effectively with tenants who are on the fence about wanting to move on?

[01:13:44] Pamela: I think it should be the tenant's decision to move on and for the service provider to offer support and resources. I believe a person should have a lot more time to prepare for the moving on process because I know with COVID happening I was given much more time than normal. What I've seen in my case management and even when I was on the streets was that it wasn't enough time for people to look. I know sometimes people aren't actively looking, but even for the people who are really actively looking, they could be disabled, they could have mental challenges. I think that more time to look and to find a place once they receive the voucher would be helpful.

[01:14:39] Janis: Absolutely. Something else that when I worked on the Moving On program in New York City with some other programs is that it's important to help tenants, for providers just to help tenants start to look at the market that's out there before they get a voucher in hand. You can't find and rent up a unit but if you can start taking a look, you'll have a sense of what the payment standard is.

If you can help tenants start to look at what neighborhoods are available, what's realistic within that budget, what things can I get, what pieces are priorities, to me, that can help them navigate that. If they can make some of those choices and decisions and thoughts before they get the voucher in hand, then that can help as well.

[01:15:37] Pamela: Yes, indeed.

[01:15:39] Janis: That length of time is definitely difficult and it really varies by PHA what that looks like.

[01:15:46] Pamela: Yes. It saves time when you start looking ahead of time because, like I said before, it gives you a general idea of where you would like to stay, what's the neighborhood like, what utilities you might have to pay. It gives a bird's eye view of what's out there and then it saves you from wasting time when you actually receive the voucher.

[01:16:15] Janis: Then something else, a question here Pamela about how do you start the conversation with the tenant about the option of moving on without being



too eager? You don't want to come off as pushing someone from the program, but how do you start that conversation with someone who maybe hasn't brought it up?

[01:16:37] Pamela: I think the best way to start the conversation is to not start it, but join it. I have residents who come and they might have a couple of issues going on and maybe don't like the rules or something that spark them like maybe they're working, maybe they've come into a sum of money and they want to change but they don't know how to do it. That's when you can join in the conversation and support them and encourage them and let them know that it's doable.

[01:17:09] Janis: Absolutely. We'll talk more about this in that creating the culture supportive of Moving On piece in a couple of weeks. One of the other things that we say is that just letting participants know from the beginning of their time in supported housing that if they ever want to move on that you can help them with that. It's a good way to phrase, just this is something that we can help you with just like all the other things if this is a goal for you. Just setting that conversational expectation from the beginning makes it so that you don't have to have a conversation later where it feels like you're pushing because the tenant already knows that's something they can come to you and talk about.

[01:18:00] Pamela: Yes, indeed. I'm sorry.

[01:18:05] Janis: Go ahead. Go on.

[01:18:06] Pamela: I was going to say that in the beginning when I first moved into the second SRO, my housing authority advisor, she looked at me, she said, "You live here?" I'm like, "Yes." She says, "What are you doing here?" I said, "I live here. I'm starting over." She says, "We're going to work on getting you out of here." I'm looking at her like, "Ma'am, I'm supposed to be here right now."

She did spark an interest that I could move on. She told me in our interview that I would get promotions, that my income would change, there would be other opportunities and that I would want to move and I could definitely do it. She told me from the beginning that I didn't belong there. I had other people along the way encourage me, telling me things that was positive. Planting seeds is very important.

[01:18:58] Emma: When we were planning this, Pamela, you said we need to question that permanent part of permanent supportive housing and acknowledge it's not permanent for everyone, right?

[01:19:05] Pamela: Right. It depends on the person because each person's situation is different. People had lives before traumatic situations happened and unfortunate situations that occurred that allowed them to become homeless. For some people, it's a stepping stone. It's just getting some footing underneath you. Getting the foundation so that you can build up.



[01:19:33] Janis: Absolutely. There's a couple of questions that have come in around security deposits. Caroline from HUD, are you on audio? Would you be able to-

[01:19:52] Caroline: Can you hear me?

[01:19:54] Janis: Yes, thank you.

[01:19:56] Caroline: Great. One of the questions that we do get asked frequently is the question of security deposits and moving cost assistance for tenants that are moving on from PSH. To deal with the simple one first, moving costs are an eligible cost under supportive services line items. If you have that for a CoC grant, you can use that for helping the client that is moving on to move to the new apartment to get to the housing council and help find a place. Things like that.

In terms of the security deposit, actually, it's a little bit more complicated of an answer right now. If your PSH is CoC funded and you use a rental assistance line item, you can use those funds in your rental assistance to help pay for the security deposit under the voucher program or the assisted housing program that the client is moving on to. If it's a lease, you actually can't use that line item right now. It depends on the setup of your CoC PSH project for that.

[01:21:15] Janis: Oh, wow. Thank you. Thanks so much. Looking for some other questions that we have on here, and some of these we're going to dig into in other sessions. Is there an assessment to show if moving on is a good next step? This is something we have an entire section on assessments in the Moving On services guide, which should be on the regular Moving On landing page, which I think in the follow-up material you'll get a link to. In that guide, we talk about some of the different factors that you're going to want to look at.

One of the common tools that's being used which we'll talk more about in that assessment session is the Connecticut Supportive Housing Acuity Index. That's a particular tool that's been used for moving on initiatives. We talk about a few examples in that document, but something I'll say is that any of those tools are meant to be used as a discussion with the tenant and with the program just to give an objective look at what are some of the things that make someone positioned to live successfully independently. It's not to say you do this assessment and then that means you're ready to move on and you can't live here anymore. It's never ever about that.

Pamela and everyone else today have said it's always voluntary. What we find is that it's helpful to have an objective tool so that tenants can look, see what their strengths are, see where they could be really successful living independently, have case managers. Just have a shared understanding of what that potentially looks like so that there's not bias that's in there, or the case manager saying, "Oh, I think this tenant is ready to move on. They're my best tenant and so I'm going to give them access to a Moving On resource," while overlooking other folks.

File name: Moving On Webinar Series Introduction to Moving On



It's really helpful to have an objective assessment to get rid of bias as well as to think about if tenants are interested in moving on, but they're having struggles, they're not paying rent on time, they've had a number of challenges. Maybe there are things that they want to work on before they apply for Moving On resources to make sure that they're really set up for long-term stability and success once they do move on.

Let's see funding partners that moving on teams have partnered with to assist with flexible funds. We'll talk more about this during that resources session. A lot of private foundations have been really important partners especially in doing pilots and other things across the country for a lot of different flexible funds, and as well as some city partners. Outcomes that people are tracking. Key outcomes metrics for moving on that we want to look at right are how many people are applying for Moving On and are interested, how many people are getting access to the resources, and then if people are using housing choice vouchers, which is the common one.

Not everyone who gets a housing choice voucher is going to end up moving on. Not everyone may find a unit. Tenants may decide midway through the process this actually isn't for me. We want to look at how many people get those resources, and then how many people actually move on. Also, once tenants are in housing, how many people are still stable at six months, at one year, at two years afterwards.

Those outcomes come from a couple of different places. Some the PHA has that information. Some it's on the provider side so you have to mix from different data sources. Caroline, just want to come back to you quickly for a follow-up question asking, can you go back to this? Are you saying that if you have a PSH project but someone is moving on, you can use the rental assistance line from your PSH grant, or is moving on a different component?

[01:26:27] Caroline: There is no specific component for moving on. What you can use is say if you have a client in a PSH project that has rental assistance as one of the line items, that client, under most circumstances that I can think of, would need to pay that security deposit while they are still a client in the PSH unit, and you can use your rental assistance line item to pay for that security deposit.

The security deposits are an eligible use of rental assistance dollars, and it's not connected to whether the PSH project is paying for the ongoing rental assistance or not. You can use your rental assistance line item for that just as long as that client is enrolled in the PSH at that time. You can't pay rental assistance for a client that's not enrolled.

[01:27:16] Pamela: I'm sorry. How would I go about accessing that funding as a case manager if my agency is saying that they don't have funding?

[01:27:34] Caroline: That would need to be a conversation that you would have within your agency of how to allocate the funding within the rental assistance line item. It would be an internal conversation of how does that mandate that you can use that funding for the security deposits, but it is an eligible use. I think that's actually

File name: Moving On Webinar Series Introduction to Moving On



something that we probably haven't lifted up quite as much as we should but you can use those funds for those purposes or for the Moving On in order to move on.

I think it's a conversation we definitely need to talk about that might be one of the things because we have heard that that's one of the barriers for people being able to actually lease up with a voucher is the security deposit. It's definitely a conversation to start and it's definitely allowed by HUD.

[01:28:27] Janis: Thank you so much. I just want to go back to another question that came in, and just be really clear. The question was if the Moving On program is set up, does it require all participants to move on within a specific time frame, or can those who are most vulnerable and still in need of intensive case management remain as long as they need it? I want to be really clear, under no circumstances does a Moving On program mean that everyone has to move. Typically, when you set up a Moving On program in a continuum of care, or with multiple PSH providers, it's only a small percentage of tenants who actually want to move at any given point and are in a position to do so.

Not all your tenants will ever move on from supportive housing, there are some who may want to stay in supportive housing for the rest of their life and they're allowed to do so. It is about creating options for those tenants who want to move on, and who are comfortable doing so. It's just not for everyone. Probably it's a small percentage. Another question that came in is something I think we're going to talk a lot about in the next session in two weeks for CoCs and PSH providers about resources. This is asking can you give any feedback on how to merge CoC leadership and PHA's? They have both, but they're not really engaging in a coordinated effort.

I think this is getting to some of those points that I talked about that we cover in the *PHA Moving On: How-To Guide* about how CoCs can talk to PHAs using language and concepts and things around shared values that they can work together, see where their goals align, build better coordination.

I think consistent communication is really important. It takes a long time sometimes to build relationships and just think about it like that, building a relationship. Not just connecting one time about a program, but really thinking about where are our goals and our populations and everything aligned, and how do we work together on that? It can be a bit of a challenge for CoCs because you may have many different PHAs in your particular areas that you're working with, or the PHA may have many different CoCs in their geographic area because they don't always line up.

Also sometimes PHAs have capacity challenges that they're not able to say come to all the CoC meetings or other things that would help with coordination. It's really about figuring out what works for you locally and just persistence in trying to build those connections. I'm just looking to see if there are any other questions that have come in. I don't see any right up this moment, but we are just about our tenure. We just want to thank everyone so much for taking the time to join today, especially thank you to Pamela for sharing your story with us, and to Emma, to Caroline, and to
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Jermaine from HUD, and everyone who participated today. We really look forward to future training.

We'll put the recording of this webinar up. That's why in a couple of days we'll have more resources that you can look at here that we talked through today. The next sessions that are coming up, the week of March 17th, one is for CoCs, housing providers, and other housing and services agencies. The other one is focused on PHAs. Come to either or depending on what makes sense for you, which type of organization you are. We look forward to speaking with more of you then.

[01:33:08] Pamela: Thank you for having me.

[01:33:11] Janis: Thank you.

[01:33:13] Emma: Thanks so much, everyone.

[01:33:16] Caroline: Thank you.

[01:33:33] [END OF AUDIO]