



HCV Best Practices

Strategies to Align the Use of
Vouchers with Community Needs

Prepared by CVR Associates, Inc.



HUD Acknowledgment of Support

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Agenda

This webinar provides information to help public housing authorities (PHAs) understand how they can strategically use their vouchers to address larger, cross-cutting federal and local initiatives. This information will allow PHAs to think more creatively about the use of their vouchers and the role they play in their communities.

1. Opening Remarks
2. Recidivism Prevention
3. Eviction Prevention
4. Homelessness & Vouchers
5. Questions & Wrap Up



Webinar Facilitator



Mike Eddins
Vice President



CVR Associates, Inc.
Alpharetta, GA



More than 17 years of public housing experience with extensive knowledge of SEMAP requirements, HUD guidelines, and Housing Choice Voucher regulations.

Specialties: HCV Program Administration, Administrative Plans, HCV Utilization, Relocation, and Community Networking



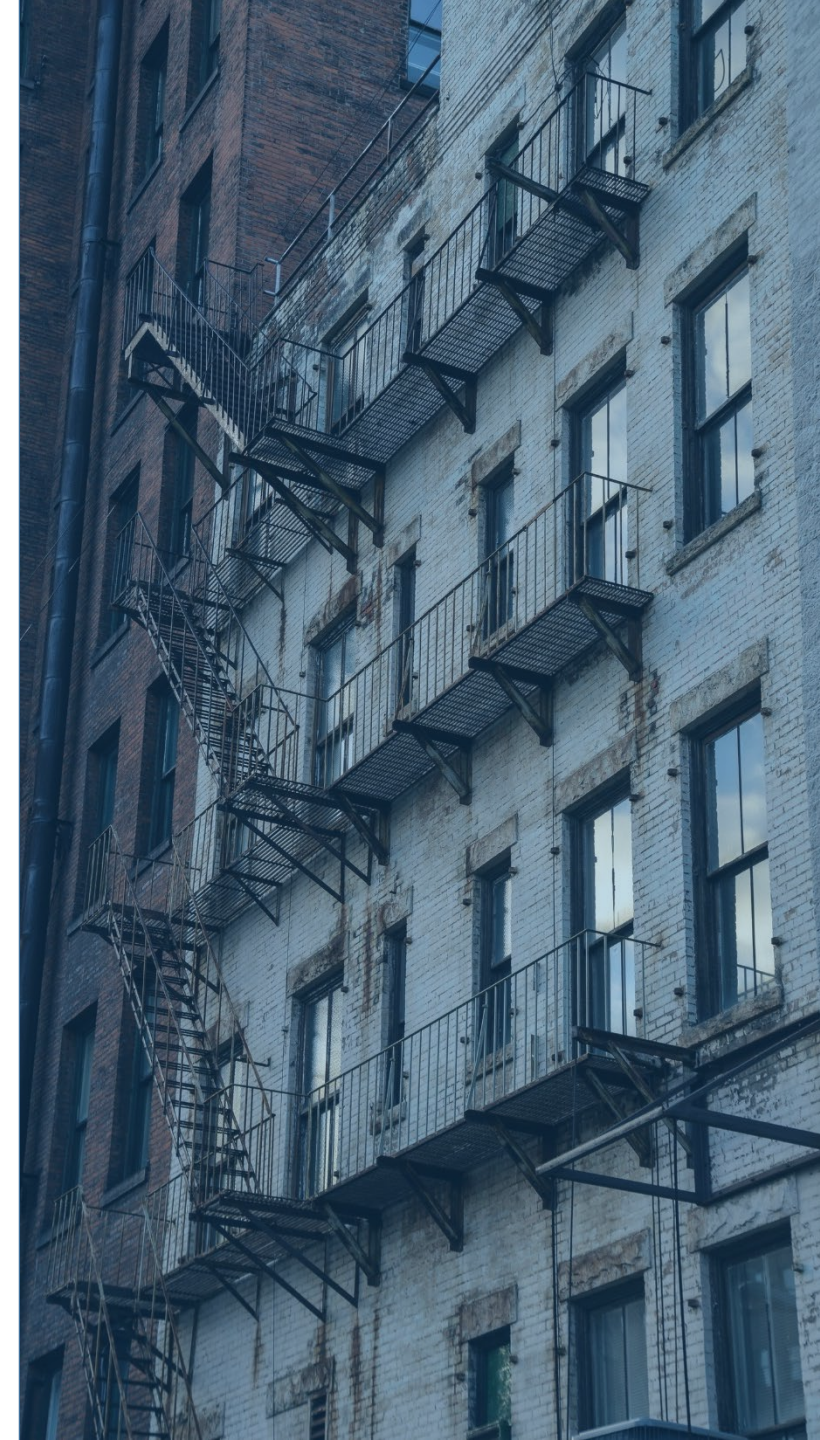
Strategies to Align the Use of Vouchers with Community Needs

Determining local needs:

- Talk with local community social service providers
- Continuum of Care (CoC)

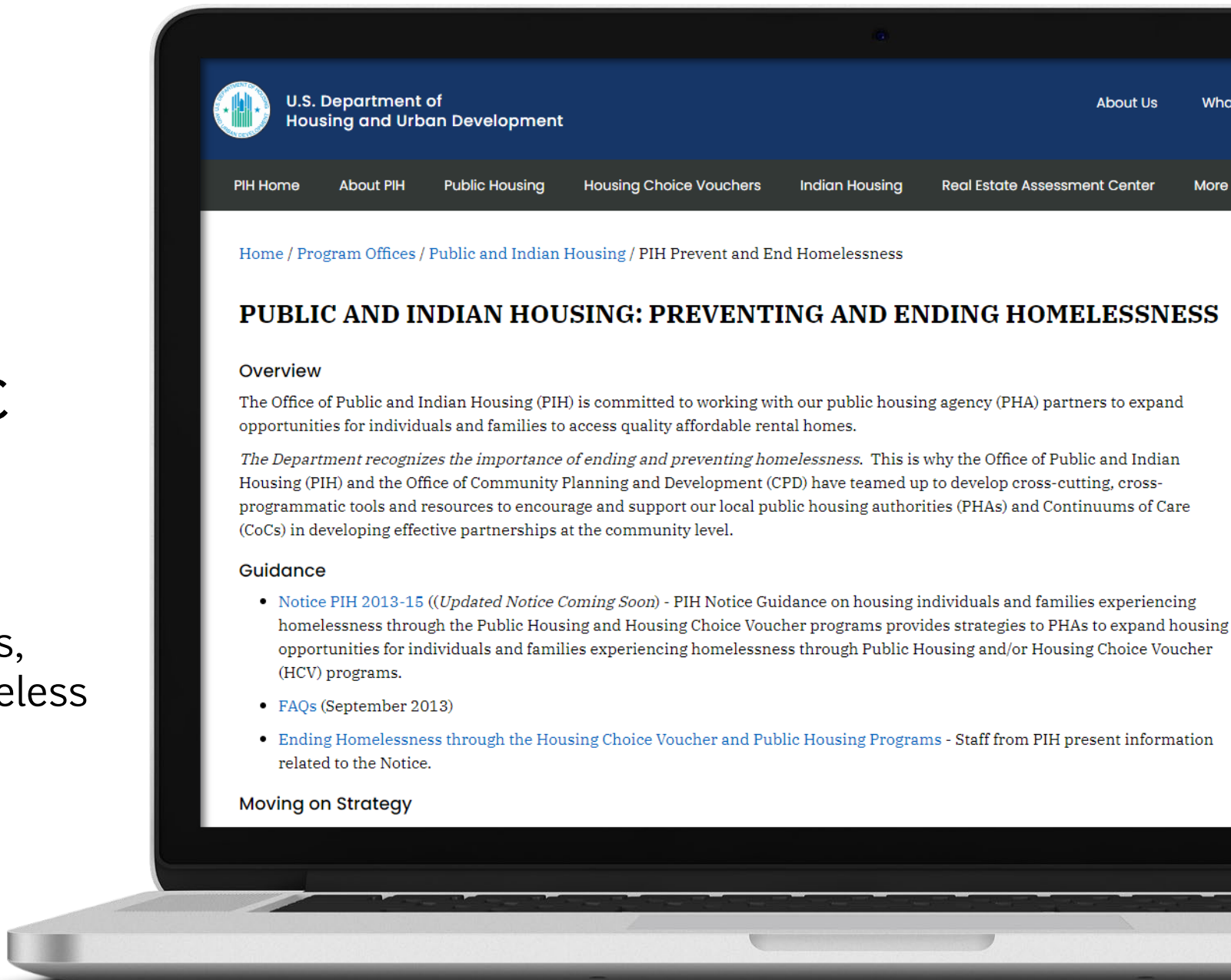
Benefits of aligning vouchers with community needs:

- Community benefits
- Administrative benefits
- Leveraging of the voucher

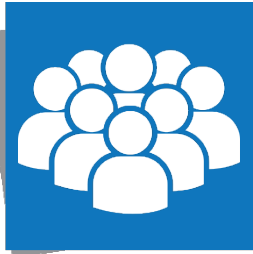


Determining Local Needs

- Getting involved in the CoC
- Service providers in the jurisdiction
 - Supportive housing providers, health departments, or homeless service providers



Benefits of Aligning Vouchers



Quality of Life for Individuals/Community

Preventing eviction can reduce homelessness; therefore, reducing crime.



Administrative Benefits

Housing applicants through a referral process reduces the amount of time spent working the waiting list.



Leveraging the Voucher

Individuals and organizations that plan to purchase a rental property could lease to HCV participants.

Recidivism



Webinar Panelist



Liz Whitmore
Director of Rental Assistance



Burlington Housing Authority
Burlington, VT



More than 17 years of experience in the field of housing and homeless services. Has held a variety of positions within BHA and spent 8 years managing state and federal grant funds for the Vermont Department of Correction's Transitional Housing Programs.



Webinar Panelist



Crystal Jones

Director of Housing Retention and Services



Burlington Housing Authority

Burlington, VT



Worked in the field of housing and supportive services for over 7 years. Has worked at a variety of community service organizations with vulnerable populations throughout the state of Vermont.





Recidivism Prevention

The President and I believe that everyone deserves a second chance and a stable home from which to rebuild their lives. No person should exit a prison or jail only to wind up on the streets.

Secretary Marcia L. Fudge



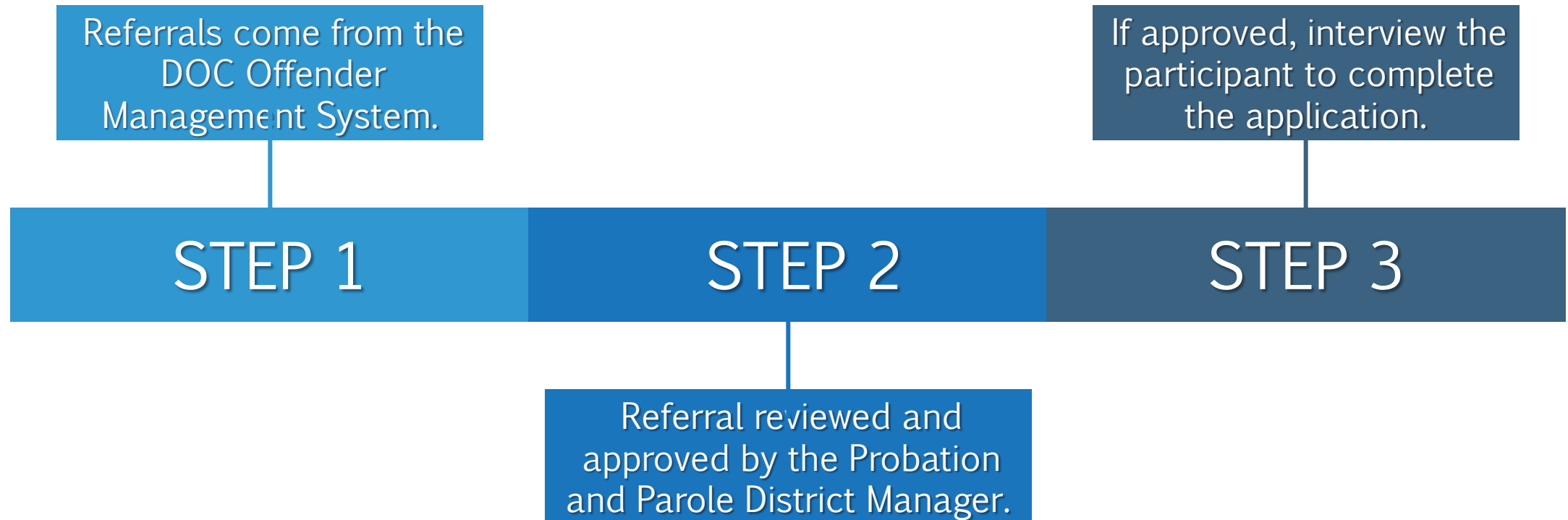


Burlington Housing Authority

Offender Re-Entry Housing Program (ORHP)

Helps participants who are returning to, residing in, and under the Vermont Department of Corrections' supervision find and maintain sustainable permanent housing.

Referral Process



Eligibility Requirements



Participants must:

1. Be returning to and/or living in Chittenden County and have been referred by the Probation and Parole District Manager.
2. Have at least 1 year left on current sentence.
3. Have an employment plan or be receiving Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI).
4. Meet with the ORHS staff on a regular basis.

Key Partners

Burlington Probation and Parole

Community Justice Center – reentry support

Howard Center – mental health/substance abuse support

Vocational Rehab – employment search

Continuum of Care – additional services as needed



Key Staff Tasks

Developing a pool of landlords:
Landlord risk pool compensates landlords for any damages/shortfall.

Stay in close contact with landlord:
Ensure rent is paid timely and prevent any issues that could lead to eviction.



Barriers

ORHP staff and the Department of Corrections work to help participants:



Attend mandatory meetings



Pay rent and utilities on time



Abide by the lease terms



Engage in restorative support system



Communicate openly with all stakeholders



Eviction Prevention

Webinar Panelist



Justin Davis
Vice President of HCV



Columbus Metropolitan Housing Authority | Columbus, OH



More than 15 years in the public housing industry throughout central Ohio. Oversees the daily operations for more than 13,000 HCV Program recipients and works with 3,000+ property owners. Superintendent of \$108M+ in annual HAPs to residents.



Webinar Panelist



Lianna Barbu
Associate Director



Columbus Metropolitan Housing Authority | Columbus, OH



Directs the internal operations of Community Shelter Board and is responsible for overseeing the operation and management of all finance activities, grants, information technology, and human resources. Oversees the work of Rebuilding Lives Funder Collaborative programs funded by HUD.





Columbus Metropolitan Housing Authority (CMHA)

HCV Department's Mission: Empowering our clients to live in the housing they choose, in the neighborhood they choose, and with our partners, providing them with the services they need.

CMHA's Mission: CMHA helps people access affordable housing through collaborative partnerships to develop, renovate, and maintain housing; promote neighborhood revitalization; and assist residents in accessing needed social services.

Eliminating Barriers to Entry

In 2021, CMHA embarked on a complete administrative plan rewrite that will go to the board in November. Major changes adopted:



Misdemeanor Review

Elimination of review of misdemeanor convictions in initial and annual screening



Review of Denials

Instituting a case-by-case review of denials of assistance or terminations of subsidy by reviewing relevant factors through appeal process



Code Revision

Revision of the criminal codes utilized to determine program violations for criminal activity



Probationary Period

Probationary periods for participants vs. termination of assistance when probation will allow the family to stay housed

CMHA Values



Community: We value stable households that build neighborhoods and improve the quality of life for the whole community.



Commitment: We serve the community with commitment, integrity, and confidence to meet the challenges of change with a spirit of revitalization in all areas of our work.



Collaboration: We leverage our resources with partners who share our vision and passion. Our teamwork and communication connect all CMHA employees and include all of our customers and collaborators.



Community Partners

CMHA currently works with almost 60 community partners who specialize in emergency rental assistance, healthcare, education, job placement and training programs, mental health, and connections to other needed social services.

RISE EnVision Center

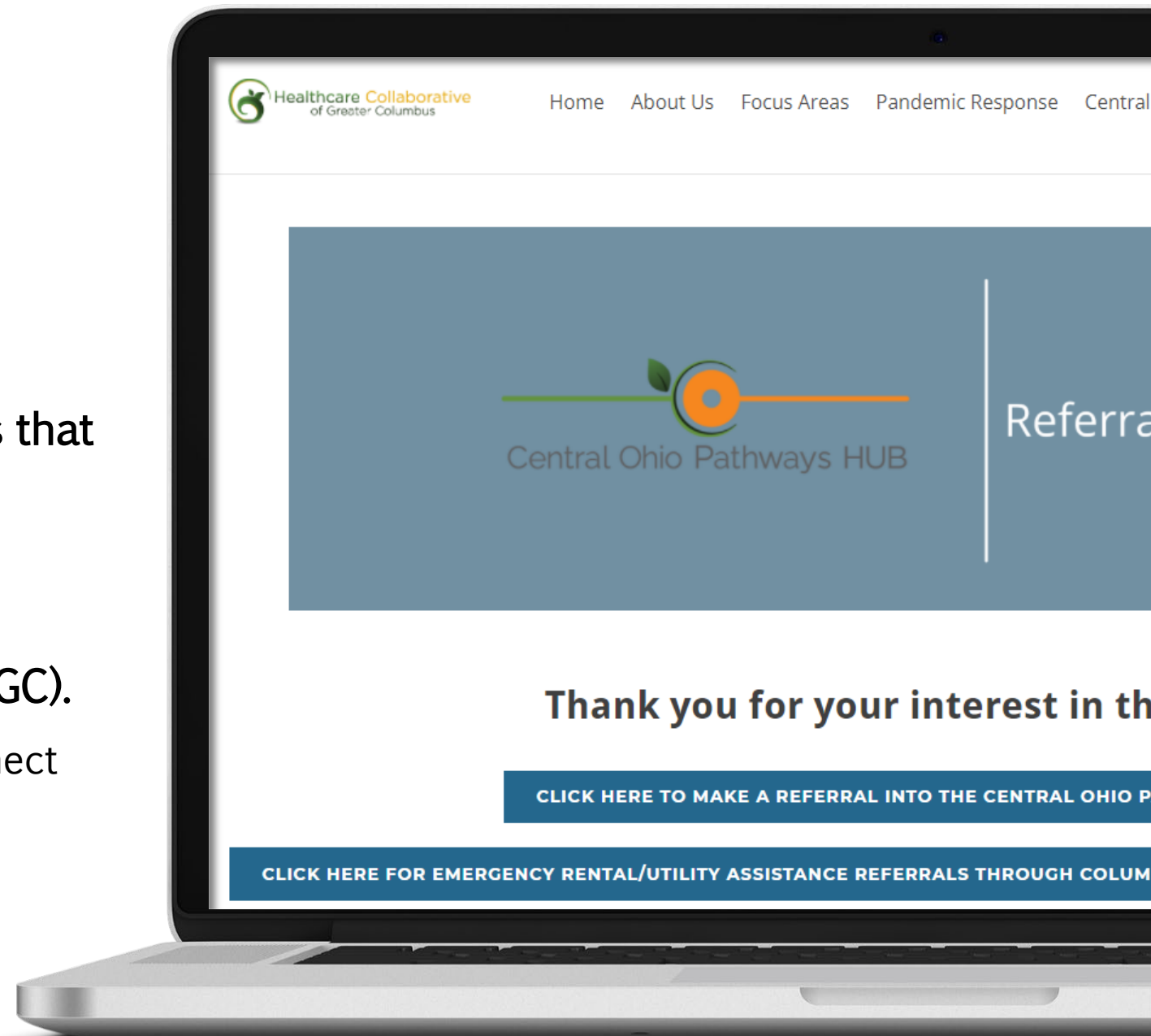
The RISE Center is 1 of 5 EnVision centers in the state as designated by HUD.

Community

CMHA Services

HUD has designated CMHA as an EnVision Center.

- EnVision Centers are centralized hubs that provide people with resources and support needed to excel.
- CMHA partnered with the Healthcare Collaborate of Greater Columbus (HCGC).
 - HCGC works with participants to connect them with community resources.
 - Participants will be able to connect with HCGC by going online.



Commitment

CMHA is committed to assisting and providing our clients in finding affordable housing. CMHA is able to stay mission-driven because we know our “Why”: the people we serve everyday. They’re our neighbors, our friends, and everyone part of our CMHA family.

To assist our families in the current housing market, CMHA is showing our commitment by offering landlord incentives:

- Security deposit assistance: 0-2 Bedrooms: up to \$500; 3 bedrooms or larger: up to \$750
- Vacancy payments to property owners leasing vacant units: 0-2 bedrooms: \$500; 3 bedrooms or larger: \$750
- Homebuyer education classes for our participants who want to use the voucher to purchase a home
- Housing search assistance through RH Brown & Co. and [AffordableHousing.com](https://www.AffordableHousing.com)



Collaboration



CMHA seeks to improve our client's circumstances, but we know that we are not the experts on things other than housing.

1. To provide emergency rental assistance, we partnered with Impact, central Ohio's community action organization.
2. To provide our clients with needed services, we partnered with HCGC in 2020. The partnership has been highly successful, resulting in CMHA and HCGC winning The Resident Service Award.
3. To keep our families who violate the law housed, we will be signing a Memorandum of Understanding (MoU) with our county probation office to work collaboratively on a pilot program to not terminate housing subsidy when the courts offer probation vs. jail time.



Small Area Fair Market Rents

CMHA is working with HUD on implementing Small Area Fair Market Rents (SAFMRs) to zip codes in our jurisdiction to increase the housing opportunities for our clients.

- We project increased payment standards based on the Fair Market Rents to be available in nearly half of the zip codes in our jurisdiction.
- The other half of our jurisdiction will continue to fall under our traditional payment standards.

Single Room Occupancy	\$589
0 Bedroom	\$789
1 Bedroom	\$910
2 Bedroom	\$1,134
3 Bedroom	\$1,428
4 Bedroom	\$1,615
5 Bedroom	\$1,857
6 Bedroom	\$2,100



CMHA and CSB Partnership



Permanent Supportive Housing

2,000

households that experienced long-term homelessness and disabilities were served in permanent supportive housing last year.



Permanent Supportive Housing

2003: 1st PBV Subsidized Development

- Commons at Grant
- Opened in July 2003
- 100 units, 50 dedicated to homeless individuals

2021: 900+ PBVs Dedicated to the Homeless Population

- 19 projects
- New projects support
- Reduced barriers for the homeless population



Continuum of Care Governance



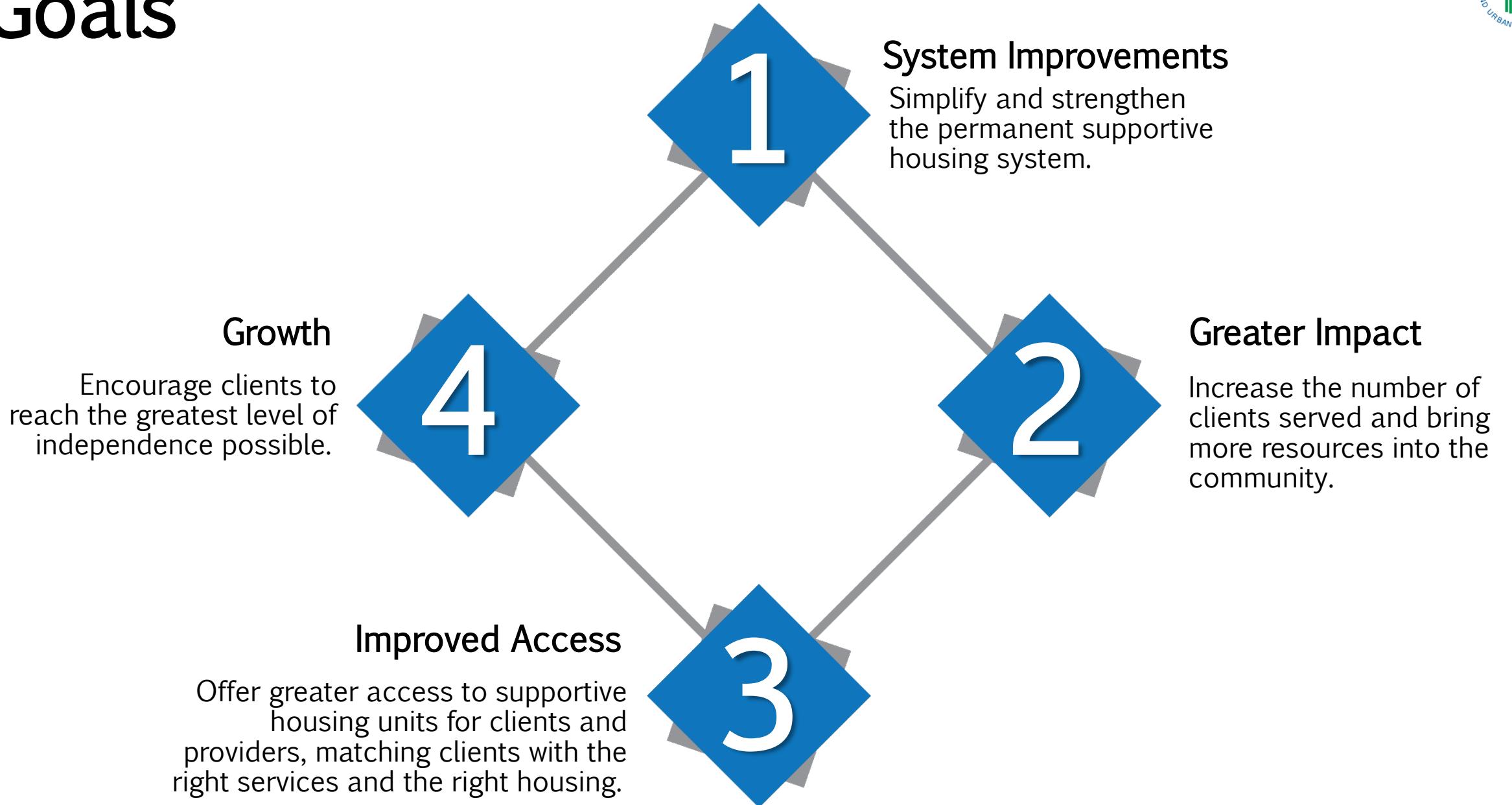
The CoC has 40 members. The CoC Board is composed of 11 members, including the Alcohol, Drug and Mental Health Board of Franklin County (ADAMH); the Columbus Metropolitan Housing Authority (CMHA); the Community Shelter Board (CSB); and 8 other entities.

Unified Supportive Housing System



SCOPE: Create a system for supportive housing and coordinate efforts to place the most vulnerable of the community's population into the most appropriate housing.

Goals



Unified Supportive Housing

1. CSB issues monthly HMIS “Hotlist” report with potential candidates based on homeless time and disability status.
2. USHS Manager looks for any new clients on the list and contacts current providers to discuss clients.
3. Shelters, rapid re-housing, and street outreach partners fill out Severity of Service Needs Assessment (SSNA).
4. SSNA scored in HMIS, and the highest scoring clients are invited to submit an USHS application.
5. Providers work with clients to submit USHS applications and related documentation to CSB.
6. USHS Manager assesses applications for completion and eligibility and enters clients into the USHS pool.
7. Clients in the USHS pool are prioritized based on homeless time and vulnerability.



Unified Supportive Housing

8. USHS Manager runs background checks and pre-qualifies clients with CMHA.
9. If client is matched with a PSH vacancy, USHS Manager forwards the client file to the housing provider.
10. Housing provider works with the client and the current provider to gather any missing documentation (client has the right to refuse).
11. If PBV subsidized housing, appointment with CMHA, work through CMHA process. Otherwise, housing location and work with the landlord.
12. CMHA or CSB inspects the housing unit. If the inspection fails, the landlord must repair the failed items within 30 days to continue the process or the client may find another unit.
13. Then, parties sign the lease, the security deposit and rent are paid, and the client moves into the unit.
14. CMHA or CSB completes an annual recertification.



Put the right person
in the right unit
at the right time
at the right cost.





Homelessness & Vouchers

Homeless Assistance Programs in Austin, Texas

Webinar Panelist



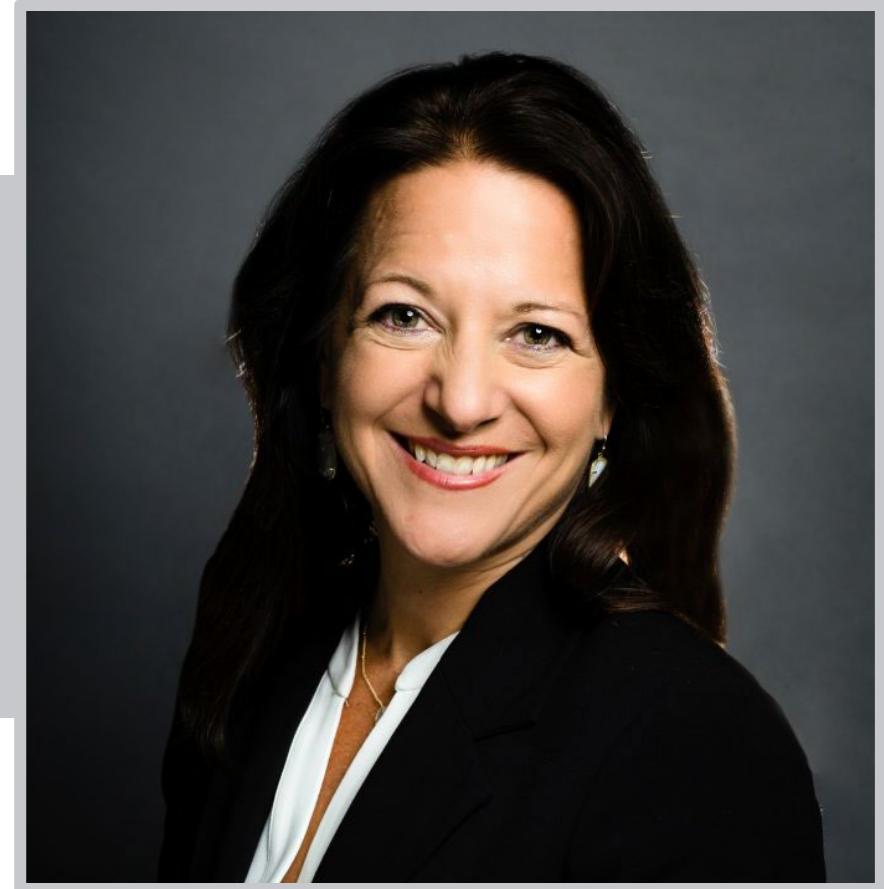
Lisa Garcia
Vice President of Assisted Housing



**Housing Authority of the City
of Austin | Austin, TX**



Provides strategic leadership and a mission to increase access to affordable housing. Manages rental assistance programs that help over 5,800 households and 13,000 individuals. Member of the National Association of Housing and Redevelopment Officials and works toward systems-level change, analyzing policies and recommending strategies that increase affordable housing and services for the homeless and low-income families.



Webinar Panelist



Kate Moore

VP of Strategic Planning and Partnerships



**Ending Community Homelessness
Coalition (ECHO) | Austin, TX**



More than 2 decades of professional affordable housing experience working for and with non-profit, city, county, and state agencies. Experienced in programs for people experiencing homelessness and people with disabilities. Worked as a consultant and a staff member with the Texas Department of Housing and Community Affairs and the City of Austin. Worked in the Portland, OR area as a homeless case manager, and working for a Community Land Trust and the City of Portland's Housing Bureau.



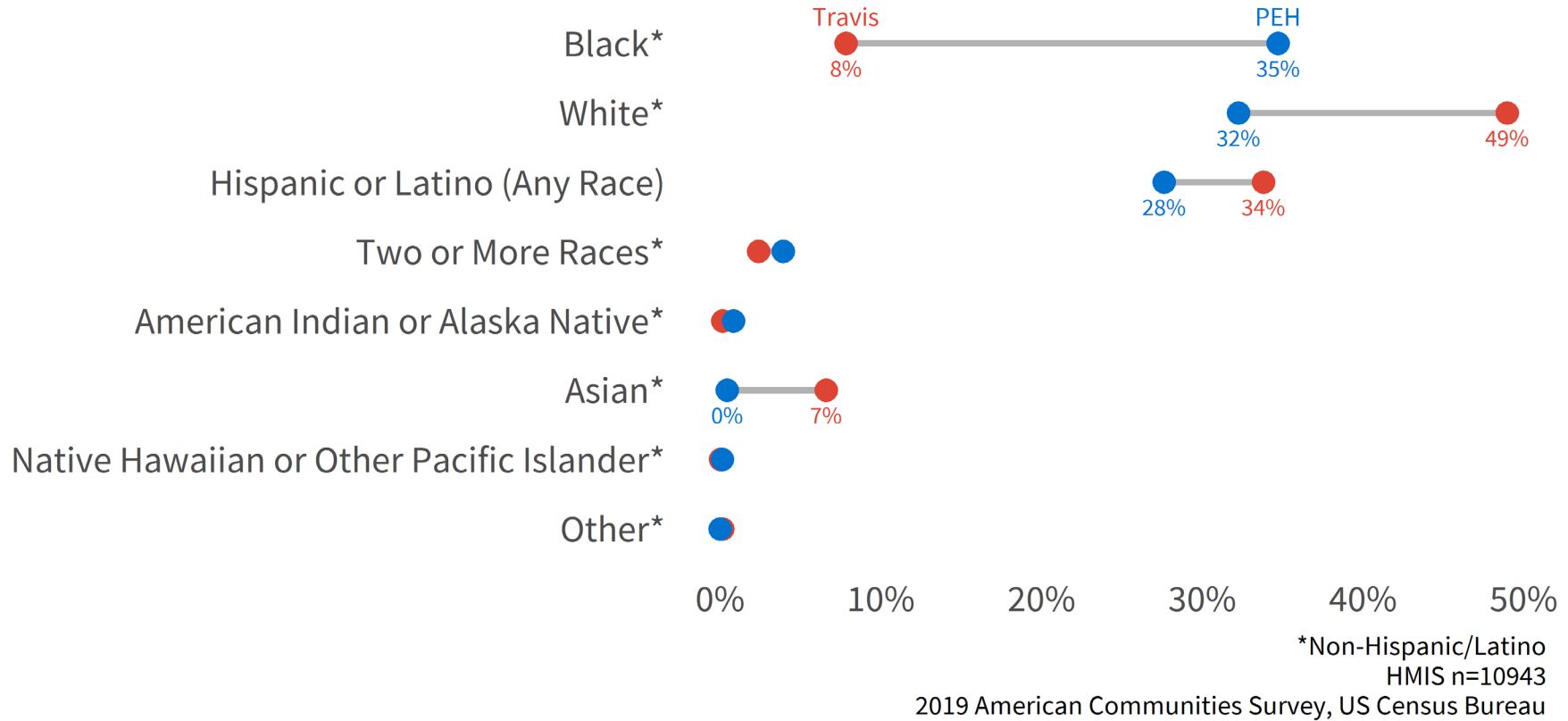


Need a Place to Call Home

At least **3,160** homeless in Austin on any night

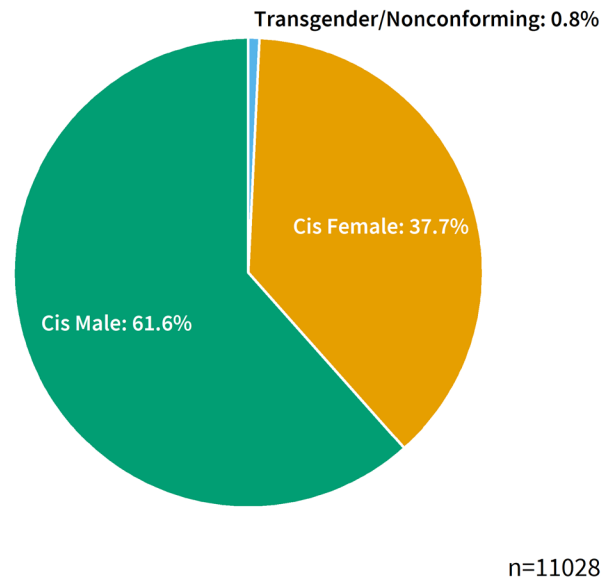
Race and Ethnicity Among People Experiencing Homelessness and All Travis County Residents

Figure 5



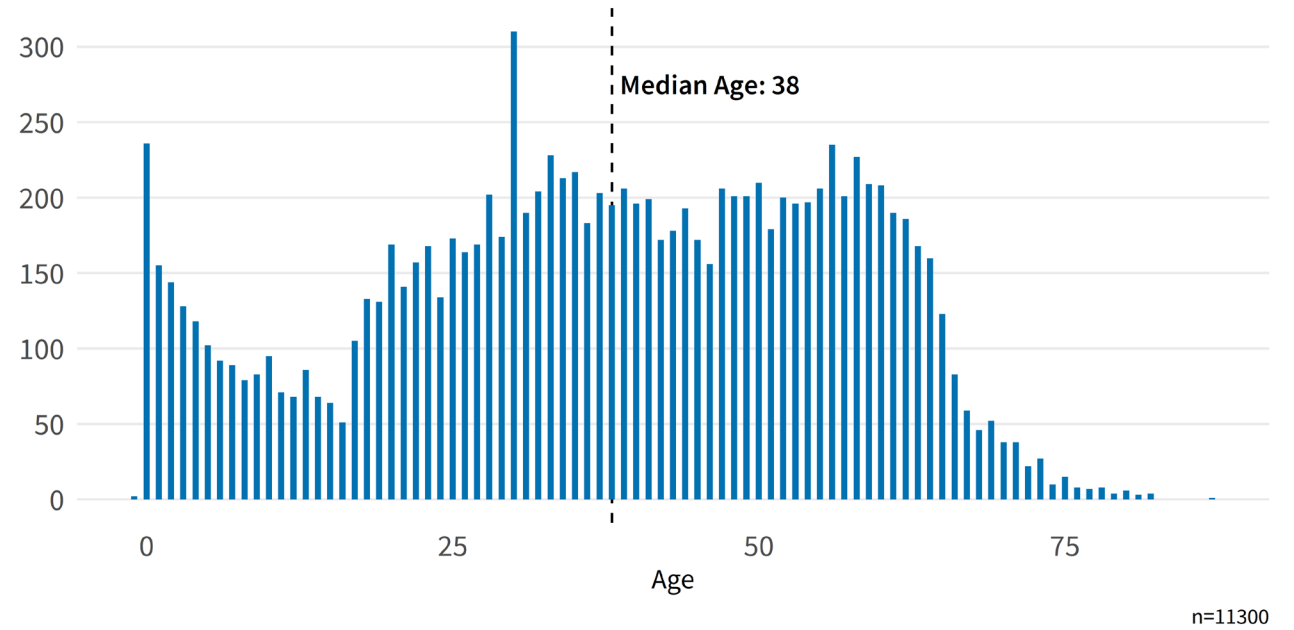
Gender in 2020

Figure 1



Age Distribution in 2020

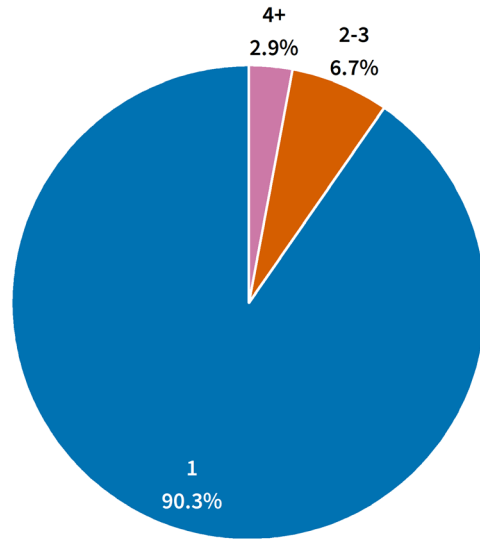
Figure 3



Community Need Demographics in 2020

Household Size in 2020

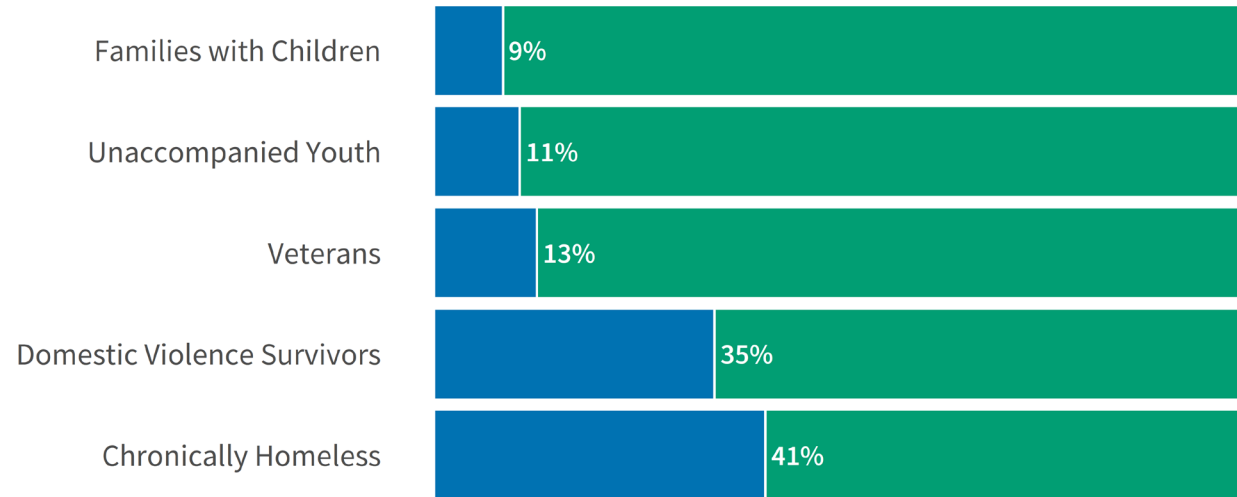
Figure 2



n=9444

Subpopulations in 2020

Figure 4

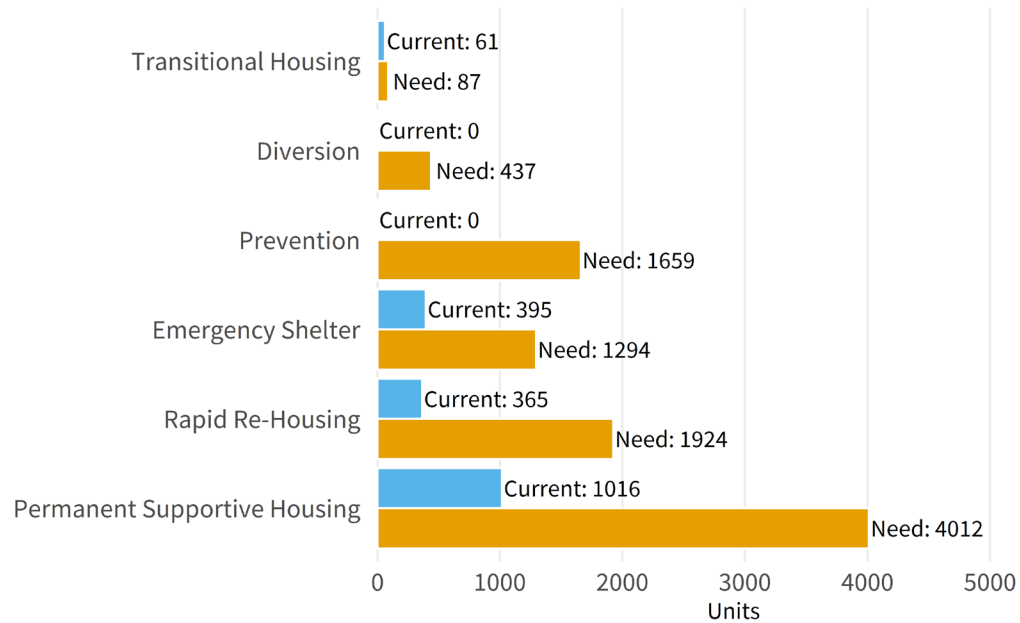


Subpopulations are not mutually exclusive
 Families with Children: n=9444, Unaccompanied Youth: n=8983, Veterans: n=10631,
 Chronically Homeless: n=11370, Domestic Violence Survivors: n=10778

Community Need Demographics in 2020

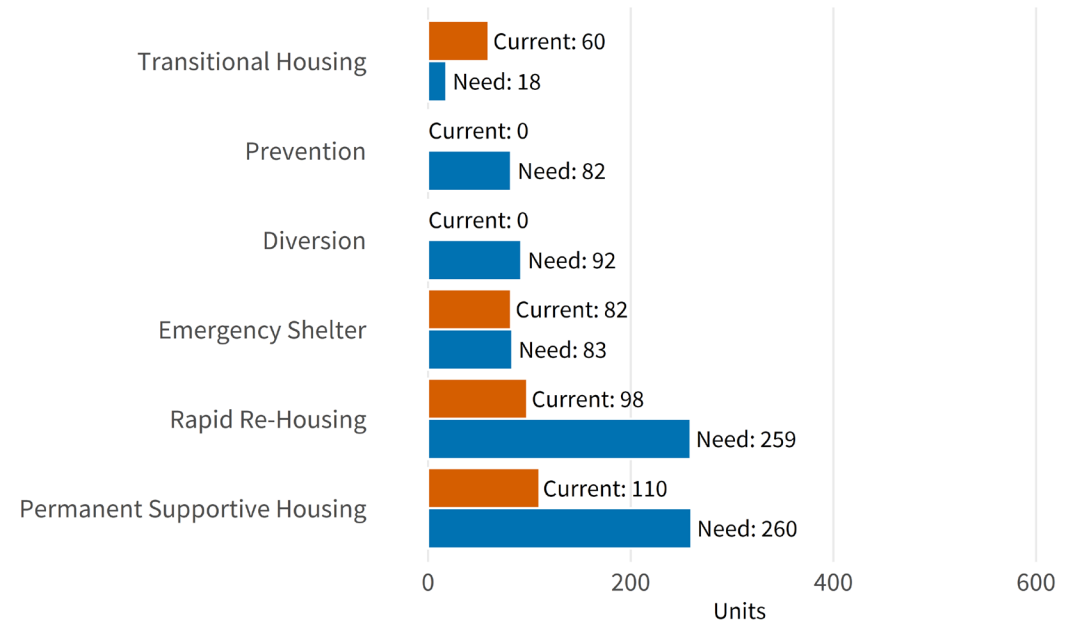
Units Needed by Program Type, Single Households

Figure 11



Units Needed by Program Type, Family Households

Figure 12



Community Need Demographics in 2020

CoC and HACCA: Current Partnership

- Homelessness Preference – Since 2016
- Current Community Priorities:
 - Creation of new PSH
 - PSH move-ups
 - RRH bridge to voucher



Partnership Benefits

Benefits for the PHA (HACA)

- Dynamic prioritization through Coordinated Entry
 - Austin Prioritization Index

Benefits for CoC (ECHO)

- Allows access to stable rental assistance resource



CoC and HACCA Current Initiatives

PBV RFP's for properties providing housing to the homeless

Created 200 units of PSH

5 agencies in 6 locations provide support services for PSH vouchers

Emergency Housing Vouchers



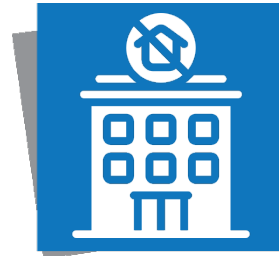
- Unprecedented opportunity to expand on community partnership to serve people experiencing homelessness by pairing with local service funding
 - 242 vouchers
 - Created new PSH, new short-term Rapid Rehousing (RRH), and PSH and RRH Move-on Vouchers
- Requirement from HUD to partner with CoC and take clients through Coordinated Entry

Community Partners

To improve outcomes for families and individuals, HACA works with community partners who offer services to families:



Local Mental
Health Provider



Non-Profits Serving
the Homeless



Faith-Based
Organizations

An aerial photograph of a city skyline. A prominent, tall, curved glass skyscraper stands out in the center. To its left is a large, multi-story brick building with a grid of windows. In the foreground, there's a dark, angular building with a flat roof. The background shows a dense urban landscape with various buildings and a street with cars. The sky is blue with some light clouds.

Lessons Learned & Future Vision

- Get to know each other!
- HUD guidance
- Policy work ahead
 - Working on tenancy/criminal screening for administrative plan





All questions asked today will be addressed in an FAQ document posted to HUD Exchange.



Thank You

See HUD Exchange for additional documents and resources.