

Partnering With Housing Authorities To Provide A Continuum Of Housing Solutions

**Sharing Solutions: Working Across Systems
To Improve Housing Outcomes**

Track Sponsor:



A special thanks to our Presenting Sponsor:





Introduction By:

Suzanne Piacentini

U.S. Department of Housing and Urban Development- Hartford Field Office

Presenters:

Amanda Gordon, MSW

Journey Home, Inc.

Evelise Rebeiro

Elm City Communities

Maria Stoute

Imagineers, LLC



**PARTNERING
WITH HOUSING
AUTHORITIES TO
PROVIDE A
CONTINUUM OF
HOUSING
SOLUTIONS**

Introducing the Panel



Maria Stoute

Director of Housing Programs

Imagineers, LLC



Amanda Gordon

Deputy Director

Journey Home, Inc.

The City Of Hartford Housing Authority Homeless Preferences



Chronically Homeless Preference

- Those currently in Permanent Supportive Housing who are ready to “move on” to more independent subsidized
- Those currently literally homeless who meet the definition of chronically homeless
- Those currently in Rapid Rehousing who were chronically homeless when they enrolled in the program, and who are not going to be able to afford their rent without ongoing rental assistance.

This is an open preference people can submit applications and apply to be added to the waitlist.



Homeless Youth & Family Preference

- Households with a dependent child under the age of 18 who have been literally homeless for 30 days or more
- Individuals aged 18-24 (or emancipated minors) who have been literally homeless for 30 days or more
- Households with the above composition who are currently enrolled in rapid rehousing but who are not going to be able to afford their rent without ongoing rental assistance.

All applications come from the Greater Hartford Coordinated Access Network, no public applications are accepted.

The Preferences help create and maintain a continuum of housing options for those experiencing homelessness by:

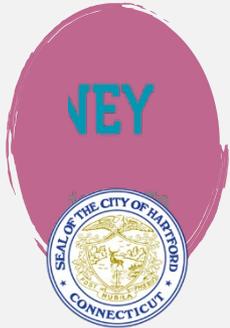
- Increasing turnover in Permanent Supportive Housing units
- Helping those on fixed or with no income move out of shelter
- Ensuring those who may not be able to make it in rapid rehousing due to lack of financial resources do not fall back into homeless
- Ensuring a means to assist very large families for whom PSH & RRH program slots do not usually become available

Shared Vision

To end homelessness!



THE PARTNERS



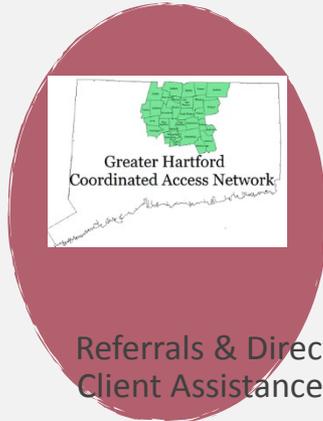
Oversight &
Guidance



Management &
Administration



Coordination &
Screening



Referrals & Direct
Client Assistance.

Clarifying Roles

THE PREPARATION

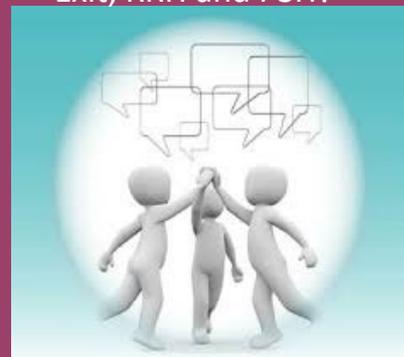
Overcoming Questions & Concerns

From the point of view of the housing authority:

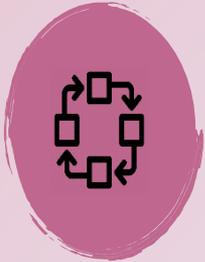
- Would the preference impact the lease up rate?
- Would the preferences result in higher HAP contract rents?
- Would tenants referred through this preference be able to maintain program compliance without the level of support some of them had been used to?
- Given the community that forms when people experiencing homelessness, would there be an increase in unauthorized guest issues?
- How can we relinquish control over our screening and waitlist process to a third party?

From the Point of View of Homeless Services Providers:

- Will opening these preferences be an incentive for people to try and access shelters? Draw those who are homeless to Hartford?
- Will we be able to hold these applicants to the same homeless verifications standards that “homeless programs” do?
- How will we integrate the Housing Choice Voucher resources in with other homeless resources like Rapid Exit, RRH and PSH?



Importance of Cross Training



Processes

Basic understanding of each others operations



Using the Same Language
Understanding each others acronyms, terms, etc.



People

Knowing the different players and roles within the agencies



Data Systems

Understand each others need for data and make sure there are systems in place to collect it.



Documentation

CANs & HAs have lots of forms, reduce where possible

THE LOGISTICS

Implementing The Homeless Preferences

Draft the Preferences

- Decide if it is going to be a blank preference of a set-aside (can be HCV, PB or LIPH).
- Develop language that clearly establishes who is eligible for the preferences & who the referring entity is
- Make consistent with HUD Homeless programs where possible



Public Comment

- The Housing Authority must publish the intent to change their Administrative Plan
- Hold a public hearing and incorporate any feedback
- Submit to HUD for approval



Establish Paperwork

- What documents will be collected from applicants?
 - For what purpose?
 - By whom?
 - At what point in the process?
- Releases of information

Implementing The Homeless Preferences

Continued...

Establish Processes

- Within agency
- Between the agencies
- Between the coordinating entity & the CAN



Data Match

- Before opening the preference the HA is obligated to determine if anyone on their current waiting list meets preference criteria
- Data match between GH BNL in HMIS and Imagineers Waitlist
 - Conducted by 3rd party – City of Harford on both releases



Open the Preference

- Post the open preference in the paper and other places as required.
- Direct calls about the preference to the Coordinated Entity to ensure consistent communication to potential applicants
- There will be challenges. They will work themselves out along the way!

THE CHALLENGES & THE SOLUTIONS



Troubleshooting

Challenge	Solution
<input type="checkbox"/> CANs have reduced their documentation requirements, but HAs still need them (Birth Certificates, Photo IDs, etc.)	<input checked="" type="checkbox"/> With intake letter, send list of documents they will need to bring with them, set intakes 2 weeks out to allow time to contact clients and time to obtain docs.
<input type="checkbox"/> People in PSH were struggling to obtain Security Deposits to move out if they wanted to	<input checked="" type="checkbox"/> Train housing case managers to understand this barrier and have them work with the client to save up funds before applying, or ensure the client knows they will have to use the HCV in their current unit.
<input type="checkbox"/> After referring to Imagineers, the CAN wasn't sure where in the HCV process the clients were	<input checked="" type="checkbox"/> Developed a shared Google Spreadsheet between Journey Home and Imagineers which tracks key stages (intake, orientation, RTA, inspection, Lease) and Journey Home communicates these key dates to case managers.
<input type="checkbox"/> Waitlists are queries generated by Access, and had no means of seeing historic "versions" of the waitlist.	<input checked="" type="checkbox"/> Print off copies of the waitlist monthly and send them to the Housing Authority
<input type="checkbox"/> Challenging to know when vouchers will be available to make referrals to the Housing Authority	<input checked="" type="checkbox"/> Keep applicants on the HCV waitlists active on the CAN BNL until referred to the Housing Authority so that they have all possible resources available to them.

THE NUMBERS

Applications
Screened
(918)

Eligible
Applicants
(340)

Referred for
Vouchers
(286)

Leased up with Vouchers in Greater Hartford

Ported
Vouchers
(8)

No longer
enrolled in
HCVP
Program
(6)

Failed to
complete
Intake
(21)

Ineligible
for
voucher
(5)

Vouchers
expired
(28)
complete
d

Gave Up
Voucher
(13)

QUESTIONS?



Contact Information

Maria Stoute

Director of Housing Programs

Imagineers, LLC

MStoute@Imagineersllc.com

860-768-3304

www.imagineersllc.com

Amanda Gordon

Deputy Director

Journey Home, Inc

Amanda.Gordon@JourneyHomect.org

860-808-0336

www.journeyhomect.org

INITIATIVES TO END HOMELESSNESS

Elm City Communities/
Housing Authority of New Haven
May 16, 2019



THE GLENDOWER
G·R·O·U·P



- ❖ **The Housing Authority of New Haven**
 - ❖ **The Glendower Group, Inc.**
 - ❖ **360 Management Co.**

Karen DuBois-Walton, Ph.D.
Executive Director/President

Panelist: Evelise Ribeiro
Director of Compliance and Quality Improvement



- ❖ Low Income Public Housing (LIPH)
- ❖ Housing Choice Voucher (HCV)
- ❖ RAD/PBV/LIHTC



VISION AND MISSION

Vision: We envision a New Haven where every resident has a safe and decent home that they can afford and opportunities to fulfill their goals.

Mission: To make a positive difference in the lives of residents of the City of New Haven through the development and operation of affordable communities of choice and by providing opportunities for greater self-sufficiency.



SHORT & LONG TERM GOALS

- **Ensure a sustainable organization**
- **Build organizational capacity**
- **Effective advocacy**
- **Strong community partnerships**



MTW INITIATIVES TO END HOMELESSNESS

- ❖ HCV Preference and Set Aside for Victims of Foreclosure
- ❖ Project Based Voucher (PBV) Efforts to End Homeless and Supportive Housing Efforts
- ❖ Tenant Based Vouchers (TBV) for Supportive Housing for the Homeless
- ❖ Community Re-Entry
- ❖ Non-Traditional Housing Supports
- ❖ Homeless Preferences for LIPH and HCV



❖ HCV Preference and Set Aside for Victims of Foreclosure

- ❑ Prevented displacement of families due to foreclosure on the properties where they resided
- ❑ Implemented in 2009 in response to the “Helping Families Save Their Homes Act” and HUD PIH Advisory Letter #09 02, regarding the protection of Section 8 tenants at Foreclosure

❖ Project Based Voucher (PBV) Efforts to End Homeless and Supportive Housing Efforts

- ❑ Partnerships with Supportive Housing Agencies to provide vouchers to homeless individuals and families
- ❑ ECC/HANH currently has six (6) PBV HAP contracts with local supportive housing agencies who provide 100% supportive services to 58 formerly homeless individuals and families
- ❑ ECC/HANH currently has one (1) AHAP for redevelopment of an eight (8) efficiency unit building to provide supportive and affordable housing to homeless youth ages 18 -24.



❖ Tenant Based Vouchers (TBV) for Supportive Housing for the Homeless

- ❑ ECC/HANH has entered into MOUs with city and regional entities that service the homeless or near homeless population in finding stable housing
- ❑ Agencies include:
 - Department of Children and Families (DCF)
 - DMHAS Supportive Services Agencies
 - United Way Coordinated Access Network (CAN)
 - Christian Community Action Agency (CAA)
 - Shelters and transitional and permanent housing providers



❖ Community Re-Entry

- ❑ ECC/HANH serves individuals who have reentered society after completing a prison sentence in an effort to prevent homelessness and recidivism.
- ❑ In partnership with the City of New Haven Fresh Start Program, 16 units have been set aside in the LIPH program
- ❑ In partnership with the City of New Haven Fresh Start Program and the Warren Kimbro Re-entry Project (WGRP), 10 TBVs have been set aside in the HCV program
- ❑ In partnership with Project Longevity, 20 TBVs have been set aside in the HCV program



❖ NON-TRADITIONAL HOUSING SUPPORT

- ❑ ECC/HANH proposes to co-develop non-traditional supportive housing for 19 units of affordable housing for families transitioning from homelessness. This supportive housing model offers families a path to economic self-sufficiency.



❖ Displaced by Government Action

- ❑ Preference for individuals and families who are displaced by a governmental action whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to federal relief laws
- ❑ This includes displacement from buildings condemned for health and safety reasons or local disaster
- ❑ This includes ECC/HANH public housing residents who live in a property that has a planned development/demolition/disposition activity and if such action is under a Uniform Relocation Agreement (URA);



❖ Violence Against Women Act (VAWA) Preference – LIPH and HCV

- ❑ Preference for victims of domestic violence who are currently homeless or at risk of being homeless as a result of domestic violence

“Ending homelessness in CT requires some new resources, but all efforts will be made to continue CT’s progress to increase efficiency of existing resources and could make further gains with additional resources.”

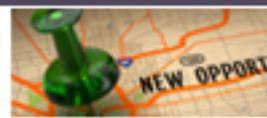
CT Housing Policy Committee

ECC/HANH President, Karen DuBois-Walton’s participation on Governor Ned Lamont’s Housing Transition Policy Committee seeks to end all forms of homelessness in CT by 2023.

Questions and Answers



THE GLENDOWER
G·R·O·U·P



CONTACT INFORMATION

For further information

Evelise Ribeiro

Director of Compliance and Quality Improvement

360 Orange Street

New Haven, CT 06511

203-498-8800 ext 1102

eribeiro@elmcitycommunities.org

www.elmcitycommunities.com

Follow ECC/HANH on Facebook, Twitter and Instagram:

FB: ElmCityCommunities, Twitter: @ECCommunities



Questions?

Visit: <https://www.cceh.org/ati-2019/> or
contact training@cceh.org

A special thanks to our Presenting Sponsor:

BANK OF AMERICA

