



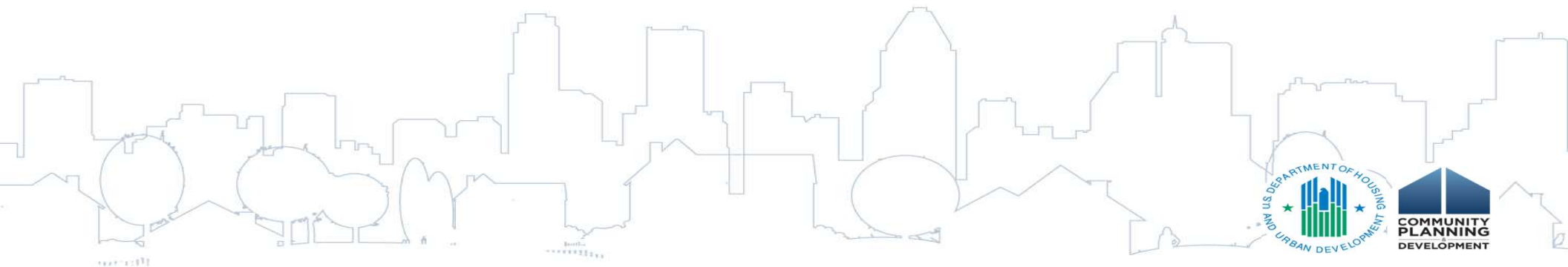
# State of GA HOPWA Training Augusta, GA

December 12-13, 2018



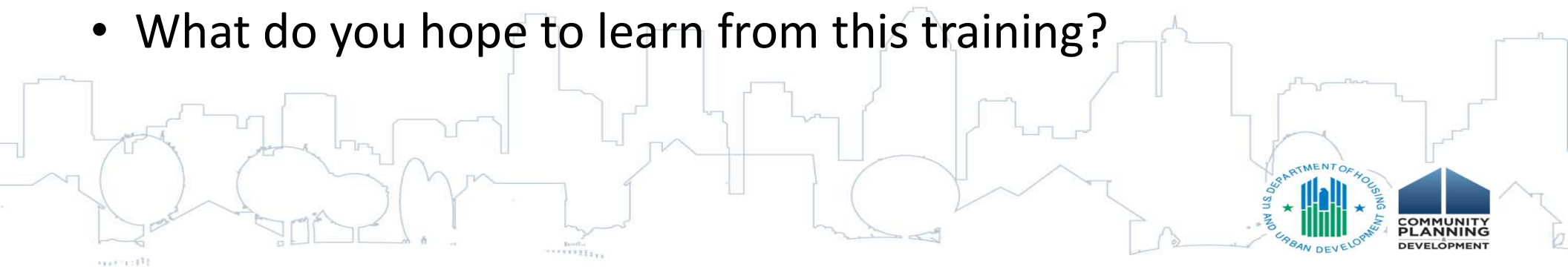
# Contact Information

- Presented by Collaborative Solutions Inc.
  - Crystal Pope- [crystal.pope.bham@gmail.com](mailto:crystal.pope.bham@gmail.com)
  - Mande Ellison-Weed- [mande@collaborative-solutions.net](mailto:mande@collaborative-solutions.net)



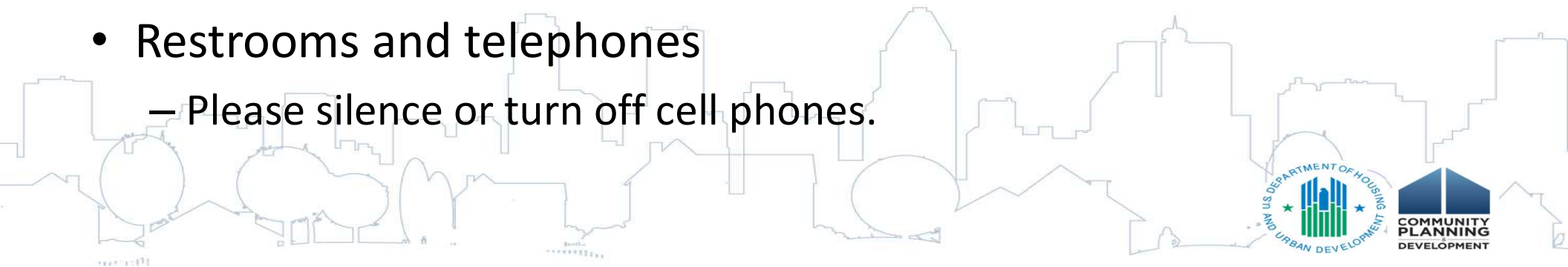
# Who are you?

- Name
- What is your role at the organization?
  - Executive Director
  - Case Manager
  - Another position
- What do you hope to learn from this training?



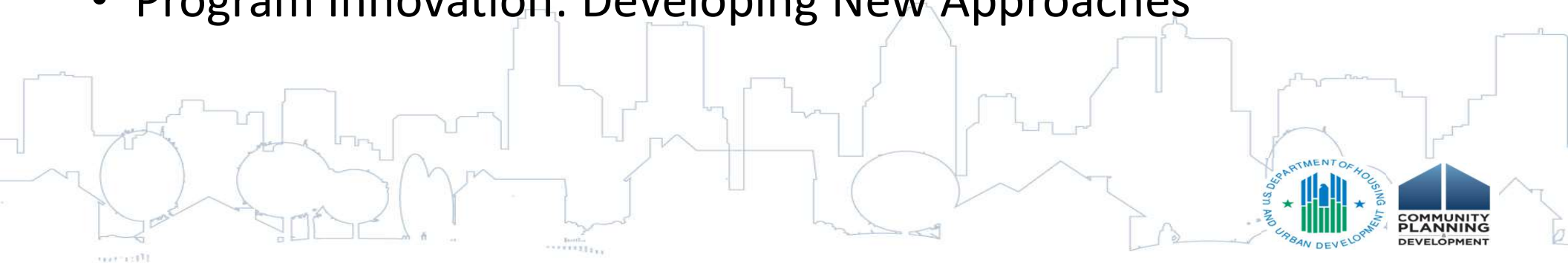
# Logistics

- Resource materials
  - PPT
  - Handouts
- Activities
- Questions (the “Parking Lot”)
- Restrooms and telephones
  - Please silence or turn off cell phones.



# Overview and Purpose

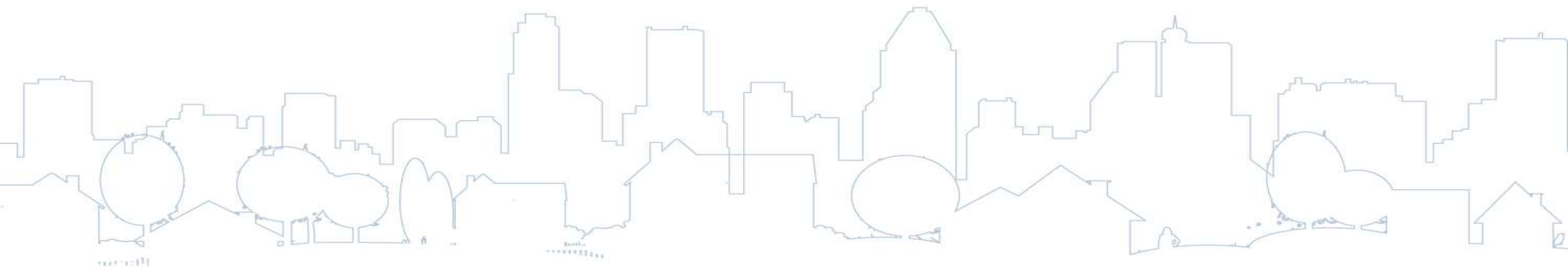
- Program Implementation: Improving Program Delivery
- Program Focus: Clarify your Program Philosophy
- Program Innovation: Developing New Approaches



# Agenda: Day 1

- Rental Assistance: TBRA and Facility-Based
- Rural Housing Delivery
- Gilead Lunch Presentation: Trauma Informed Care
- Permanent Housing Placement
- Short-Term Rent Mortgage & Utility Assistance (STRMU)
- Community and System Collaboration





# **HOPWA RENTAL ASSISTANCE: TBRA, FACILITY-BASED, MASTER LEASING**

# HOPWA Rental Assistance

## Tenant Based Rental Assistance:

What: Provides a rental subsidy to clients in a unit of his/her choice

Advantages:

- Maximizes choice, independence and anonymity
- Enhances integration in the community
- Provides flexibility to grantee to increased # of units

Disadvantages:

- May be difficult for clients with daily medical care needs
- Difficult to deliver in areas with limited rental vacancies





# HOPWA Rental Assistance

## **Project-Based Rental Assistance:**

What: Provides a rental subsidy to clients in a specific unit; the subsidy stays with the unit

Advantages:

- Clients with similar needs housed together
- A more permanent supply of housing for PLWH since project-based units remain designated for HIV
- Can be used with other funding streams to develop or rehab housing and stretch HOPWA \$ further

Disadvantages:

- Limited anonymity
- More complex operationally/higher staffing
- Longer lead time for development



# HOPWA Rental Assistance

## **Master Leasing:**

What: Agency leases units, acting as the master tenant and fills units through subleases with HOPWA-eligible households

Advantages:

- Provides clients with semi-independent living
- Helps clients who are unable to obtain a lease in their name
- Greater opportunity to help clients avoid eviction

Disadvantages:

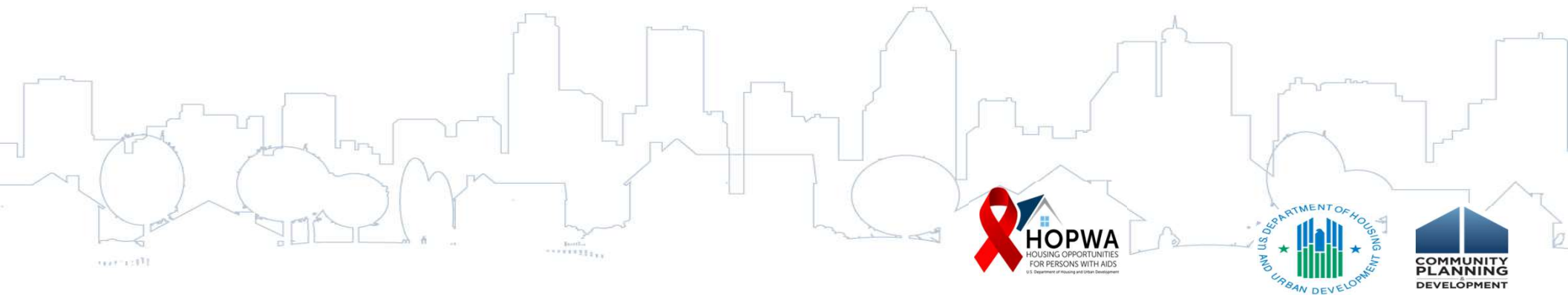
- Greater risk and liability for project sponsors
- Requires a larger outlay of funding with full checks paid by sponsor to landlords



# What is HOPWA Rental Assistance?

A program that works should:

- Give housing options that fit your **community's need**
- Have a **deliberate design**...not just filling voucher slots
- Be administered by **HUD's rules**
- **Operate** in a clear and effective manner

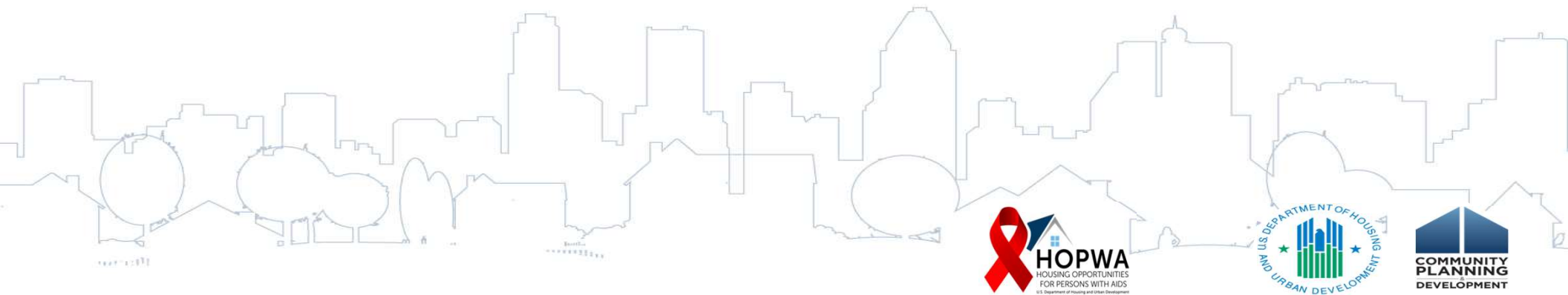


# What is HOPWA Rental Assistance?

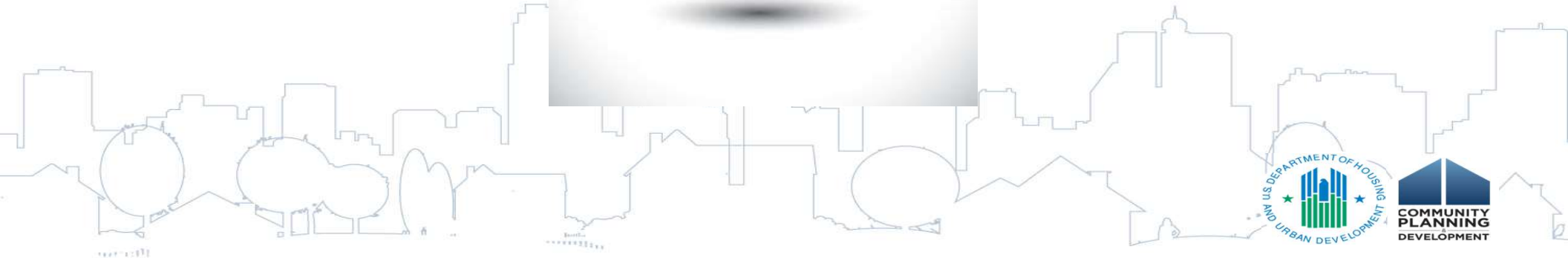
**MORE THAN A ROOM!**

**MORE THAN A UNIT!**

**MORE THAN A VOUCHER!**



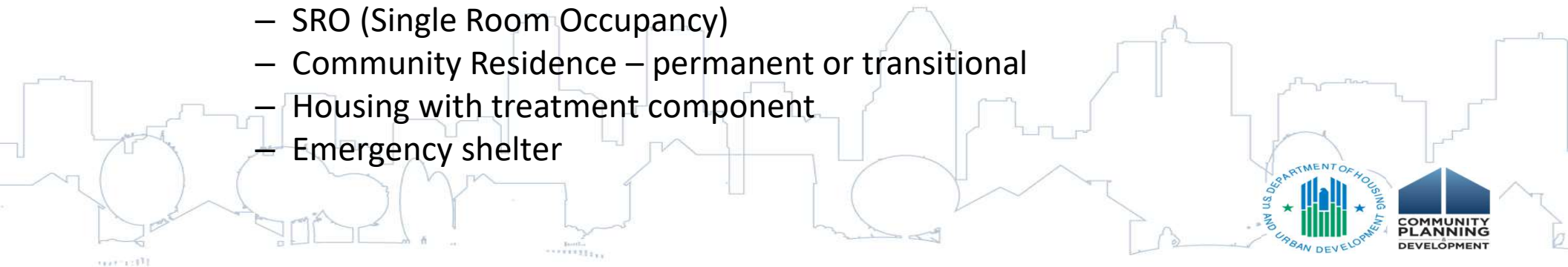
# Rental Assistance Program Design



# Rental Assistance Program Design

•DESIGN QUESTION 1: What housing option(s) do we want and need? At what level for each?

- TBRA
- Master Leasing – scattered site or facility based
- Project-based rental assistance
- Other facilities –
  - SRO (Single Room Occupancy)
  - Community Residence – permanent or transitional
  - Housing with treatment component
  - Emergency shelter



# Rental Assistance Program Design

- DESIGN QUESTION 2: Does our mission drive the design?
  - Who is targeted? Homeless, at risk, very low income?
  - Housing first concepts....low barrier?
  - Alcohol free? Harm Reduction?
  - Many requirements or few?
  - Quick to terminate or rarely terminate?



# Rental Assistance Program Design

## •ADDITIONAL DESIGN QUESTIONS:

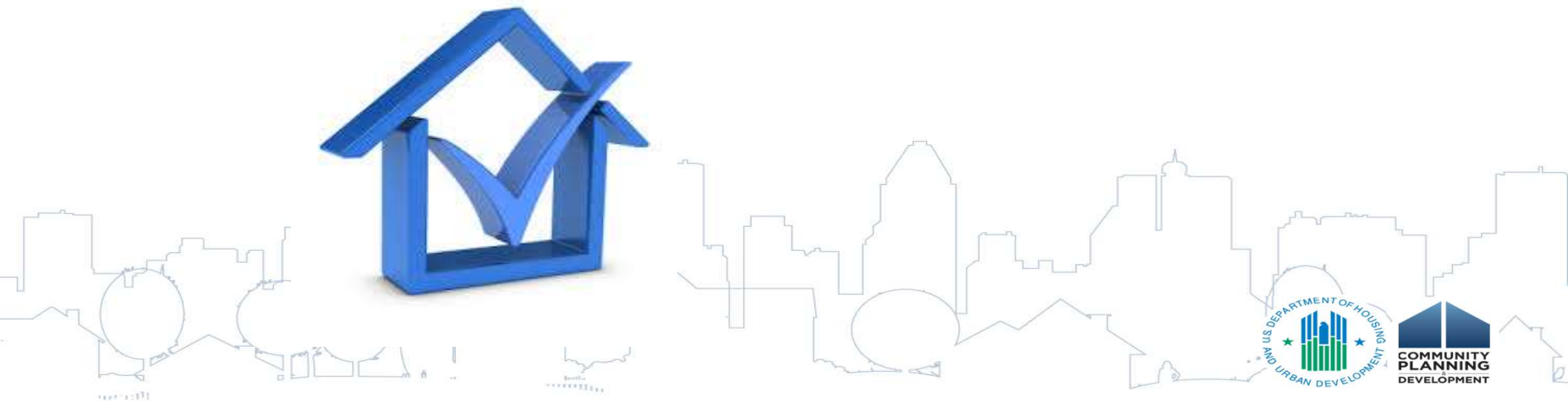
- Are we reaching all HIV+ persons in our coverage area?
- Is housing accessible – rural versus urban?
- Is our staffing level appropriate to the level of support needed in our housing?
- Are direct and leveraged support services adequate?
- Separation of program management from property management?
- Do we know which types of housing have the best health outcomes based on viral load data?





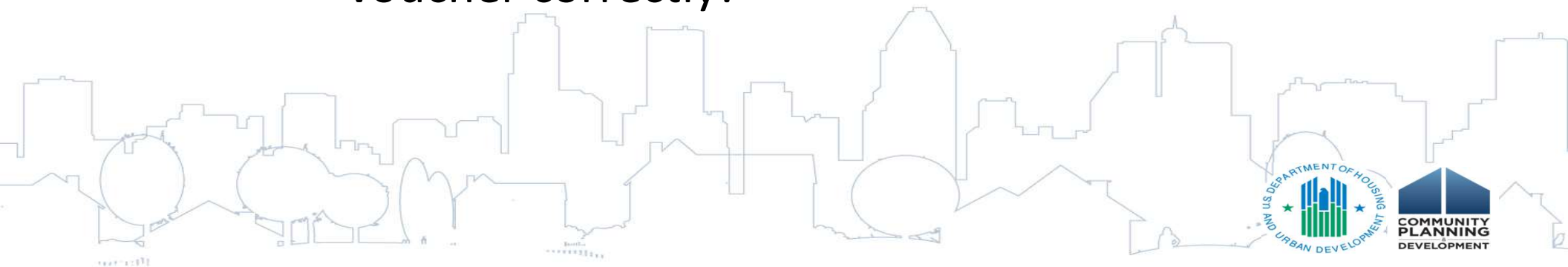
# Rental Assistance Program Administration

- HUD Regulations
- Housing Standards



# Rental Assistance Program Administration

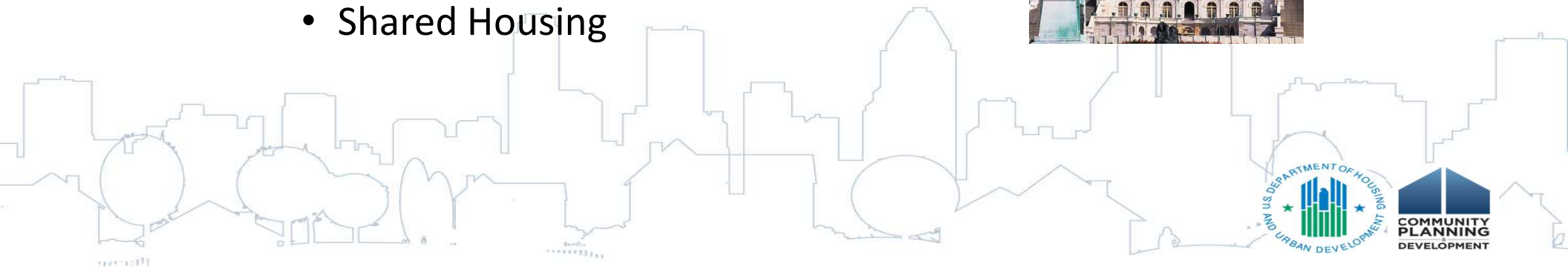
- HOPWA Rental Assistance: So much more than a voucher!
- BUT... you still have to administer the voucher correctly!



# Rental Assistance Program Administration

## Regulatory Standards:

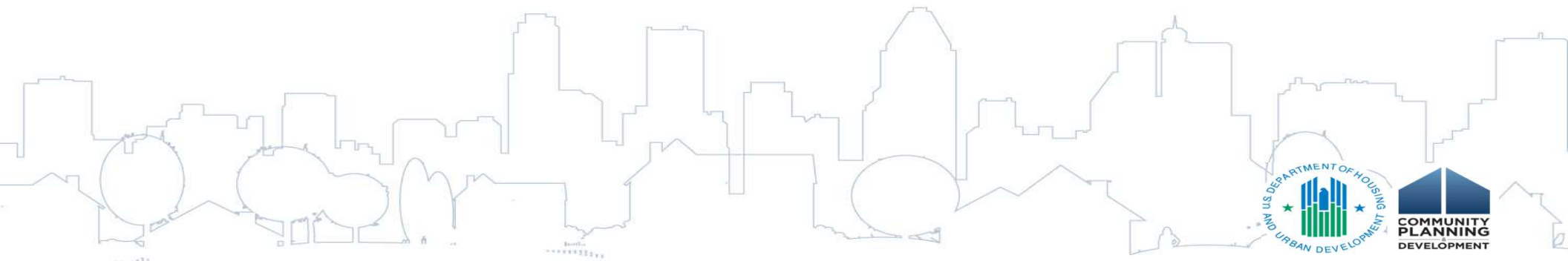
- Client Eligibility
- HQS/HOPWA Habitability Standards
- Resident Rent Payments
- Rent Standard
- Rent Reasonableness
- Shared Housing



# Regulatory Standards

## CLIENT ELIGIBILITY

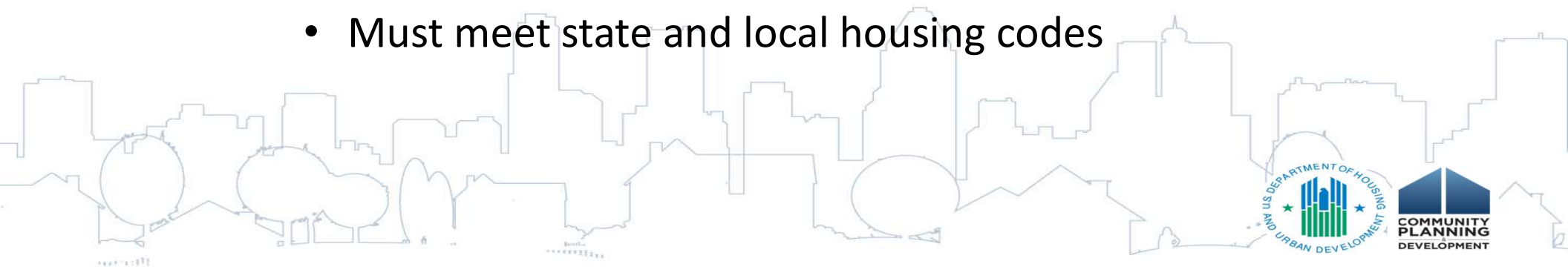
- LOW INCOME
- HIV POSITIVE



# Regulatory Standards

## HQS – HOUSING QUALITY STANDARDS

- Housing Quality Standards (574.310 (b)) – units must meet HOPWA Habitability Standards
- Must meet state and local housing codes



# Regulatory Standards

## RESIDENT RENT PAYMENTS

- All residents of HOPWA housing pay rent except in short-term emergency housing
- Income & rent calculation must follow HUD rules
- No minimum rent allowed
- Important resources:
  - HUD CPD Income Calculator
  - HOPWA Rental Assistance Guidebook
  - HOPWA Income/Rent Calculation Worksheet (Excel)



# Regulatory Standards

## RENT STANDARD

- *Rent Standard* – includes either the HUD published Fair Market Rents (FMR) or the HUD-approved community-wide exception rent standard.
- Important details:
  - PHAs can adjust the standard
  - HOPWA grantees can opt to use FMR or PHA standard
  - Grantees may increase the rent standard by 10% for up to 20% of the units



# Regulatory Standards

## RENT REASONABLENESS

- Rent Reasonableness – rents paid must be comparable to market rate rents
- Important details:
  - Must conduct comparison
  - Document comparison in client files
  - Required for TBRA, Master Leasing and Project-Based (not STRMU)

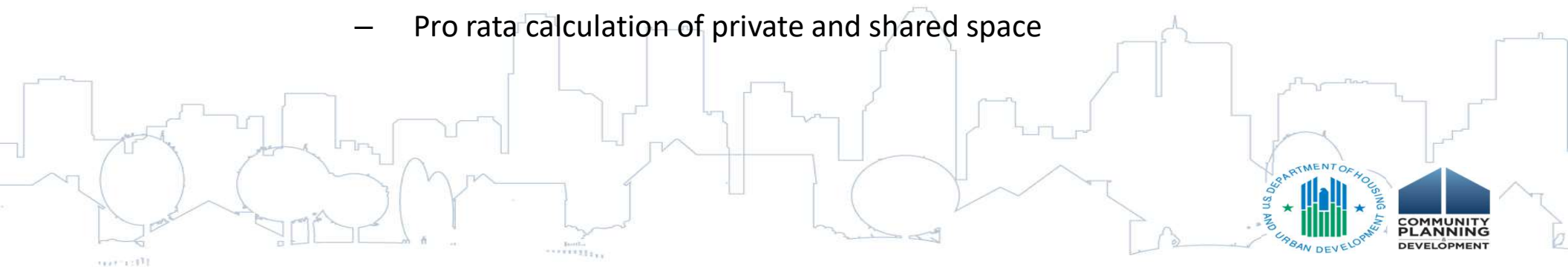




# Regulatory Standards

## SHARED HOUSING

- Shared Housing – allowed by regulations under HOPWA
- Important details:
  - MUST be voluntary
  - Offers a way to reduce housing costs in a low-income, high housing cost market
  - Pro rata calculation of private and shared space

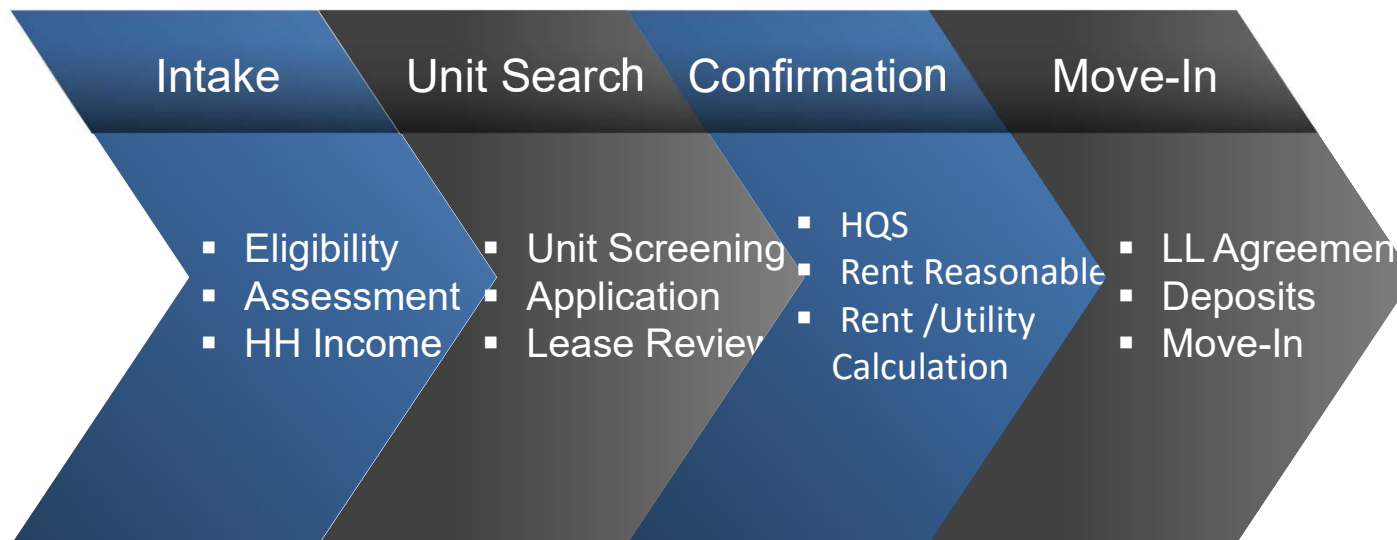


# Rental Assistance Program Operation

- Program Structure and Process
- Key Policies & Procedures for Rental Assistance



# Rental Assistance Program Operation



# Typical Flow of TBRA Process

## TBRA Process Steps - Example

### Consumer Application and Assessment

#### Application Reviewed by Sponsor

- ✓ Eligibility – Based on Income/HIV Status
- ✓ Eligibility – Based on Special Program Focus, if applicable, i.e., Program Targets Chronically Homeless

#### Tenant Selection

- ✓ Based on Tenant Selection Plan
- ✓ Or, Placement on Waiting List

#### Client Housing Search

Clients Given Information on:

- ✓ Occupancy Standards – Limits on Unit Size
- ✓ Habitability Checklist
- ✓ Limits on Rental/Utility Amounts
- ✓ Other Program Guidelines

# Typical Flow of TBRA Process (Cont.)

## Move-In Procedures – Example

- ✓ Initial Client Screening of Unit
- ✓ Client Application to Landlord to Rent Unit
- ✓ Review of Unsigned Lease by Program Staff
- ✓ Confirm Rent Reasonableness
- ✓ Confirm Occupancy Standards
- ✓ Review for Housing Quality Standards
- ✓ Signing of Landlord Participation Agreement and Receipt of IRS W-9 Form
- ✓ Move-In Authorization Given to Client
- ✓ Lease Signed by Client
- ✓ Final Calculation of Client Rent, Subsidy Amount
- ✓ Account Setup
- ✓ Authorization of Move-In Costs – If Applicable

**Confidentiality: No-Name Letterhead and Other Safeguards**

# Rental Assistance Policies/Procedures

## Basic written policies/procedures for a rental assistance program may include:

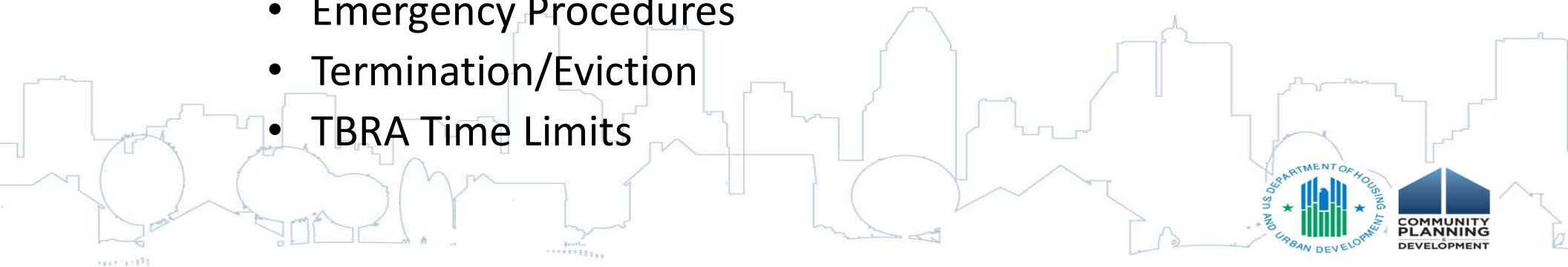
- Program Eligibility
- Tenant Selection/Occupancy Standards
- Client Participation Agreement
- Program/House Rules
- Housing Search Process
- Move-In Procedures
- Emergency Procedures
- Termination of Assistance and Eviction
- Surviving Family Members
- Grievance Procedures
- Shared Housing
- Referral and Wait List Management



# Rental Assistance Policies/Procedures

## Call Out:

- Occupancy Standards
- Client Participation Agreement
- Program Rules
- Emergency Procedures
- Termination/Eviction
- TBRA Time Limits



# Rental Assistance Policies/Procedures

## OCCUPANCY STANDARDS

What size is the right size??





# Rental Assistance Policies/Procedures

## OCCUPANCY STANDARDS

- Grantees/sponsors set the standards
- PHA standards not required
- Should be reasonable, flexible and equally applied
- Must consider Fair Housing, state/local laws



# Occupancy Standards Example: Agency X

- The head (and partner, if applicable) of household will be eligible for a separate bedroom.
- All other family members will use the standard of two persons per bedroom.
- Single persons are eligible for a studio or one bedroom.
- Persons of the opposite sex will not be required to share bedrooms except in the case of infants or small children.

Unit Size	Minimum # of Persons in HH	Maximum # of Persons in HH
SRO	1	1
Studio	1	1-2
1 Bedroom	1	2
2 Bedrooms	2	4
3 Bedrooms	4	6
4 Bedrooms	6	8

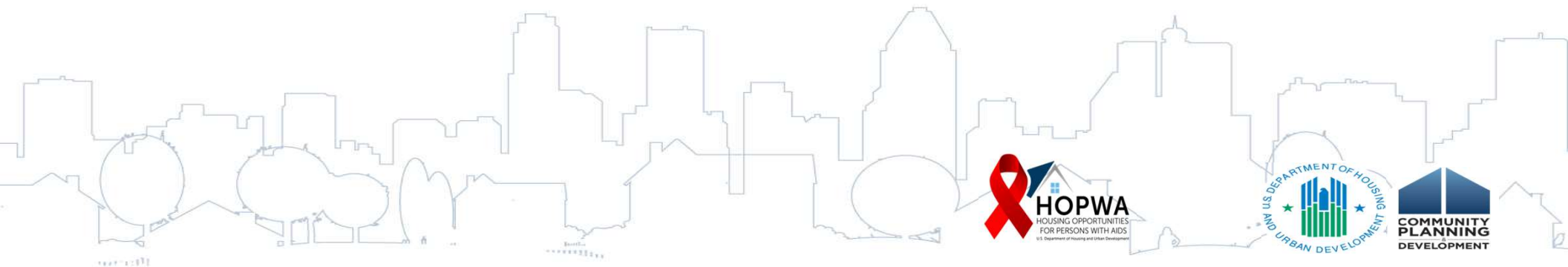
Slide 34



# Rental Assistance Policies/Procedures

## Client Participation Agreement:

- ✓ Outlines anything expected of the client household – what does participation entail?
- ✓ Should be clear and transparent!
- ✓ Eliminate any surprises!
- ✓ Signed by client and kept in client file.



# Rental Assistance Policies/Procedures

## Program Rules/Tenant Responsibilities:

Defines expected behavior in housing units:

- ✓ **Tenant conduct** – behaviors that are dangerous, unsanitary or otherwise harmful to others.
- ✓ **Substance abuse** – policies on possession or use of alcohol or drugs, depending on program focus.
- ✓ **Illegal activities** – listing of illegal activities strictly prohibited that will be reported to police (selling illegal drugs, prostitution, etc.)

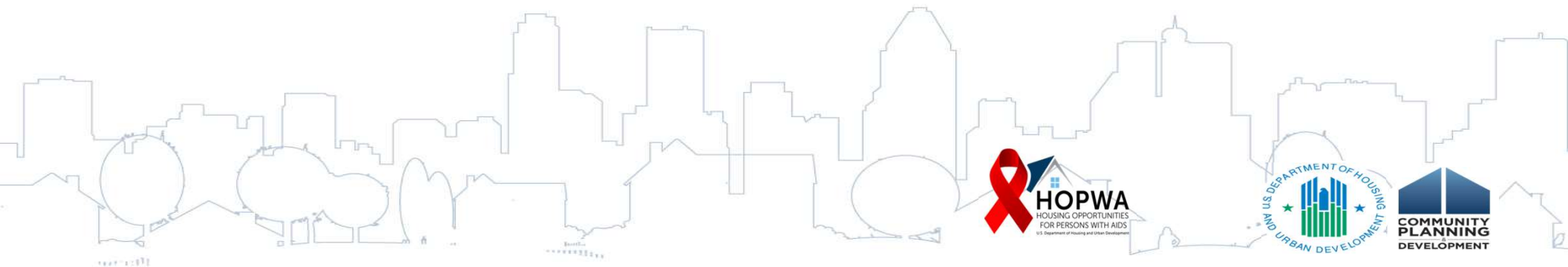
Be sure your rules can be uniformly enforced!



# Rental Assistance Policies/Procedures

## Emergency Procedures:

- ✓ Outlines client and staff response when emergencies occur
- ✓ Do not wait until an emergency occurs to develop these procedures!



# Rental Assistance Policies/Procedures

## Termination/Eviction Procedures:

Clearly outlines rules for:

- ✓ Specific behaviors or circumstances that will cause termination.
- ✓ Rules must include due process for terminated clients.
- ✓ Explanation of service grace period provided for surviving family members.
- ✓ VAWA grace period.

**Note: Make sure termination is a last resort!**

Slide 38



# Considering TBRA Time Limits

- TBRA is considered permanent housing and there is no set time limit on a TBRA subsidy.
- Programs can and should work to move people into other permanent housing as possible.
- Use caution about setting strict time limits on TBRA. Programs that adopt “hard stop” TBRA deadline policies often run into difficulties enforcing them.
- Bottom line: Do not discharge households into homelessness or unstable housing situations through program time limits.



# Rental Assistance Reminders

- Tenants in all types of HOPWA housing with the exception of Short-term Supported Housing must pay rent based on HUD income & rent calculation methods.
- Be certain that income and rent calculations are being done correctly and the rents, including utility allowances, are at or below the FMR or payment standard.
- Use caution in adopting time limits for TBRA participation – especially “hard stop” deadlines for ending client subsidies.





# Rental Assistance Reminders

- Keep your program policies & procedures up to date and be sure they reflect your program's mission and focus as well as all HUD rules.
- Be sure your clients have a good understanding of how the program works and what is expected – be transparent.
- Make sure your program is more than a rent voucher!



# TBRA

## Key Monitoring Elements:

- Rent Calculation and Re-certification
- Leases
- Housing Quality Standards

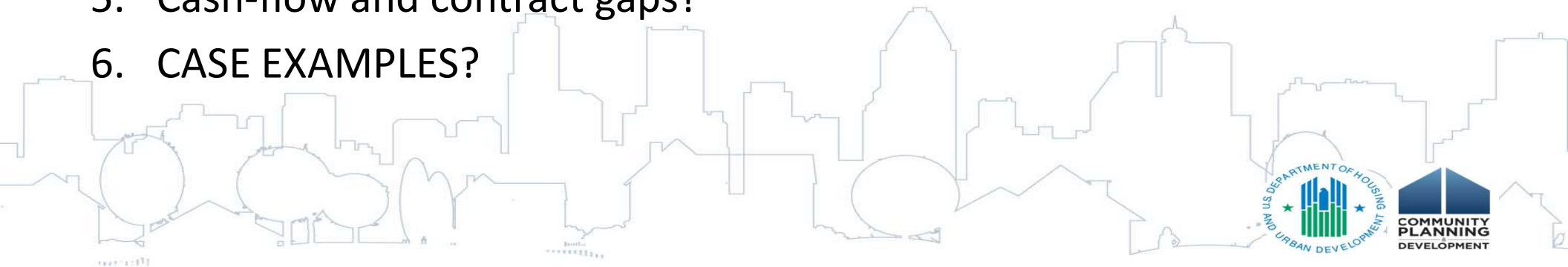
## Other Monitoring Elements:

- Use of Fair Market Rents
- Rent Reasonableness Checks
- Lead Paint and Fire Safety

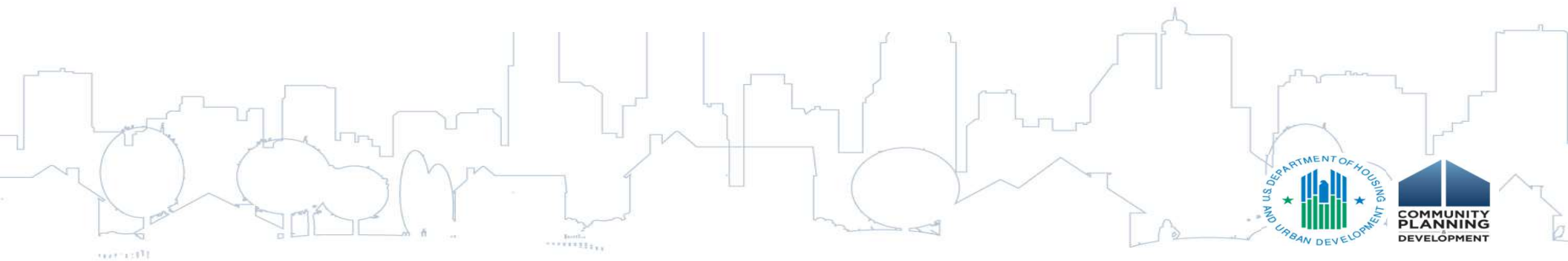


# Discussion – TBRA

1. Can you identify any concerns about your community's operation of TBRA? Are any changes needed?
2. Discussion on TBRA time limits?
3. Should zero-income HH be on TBRA? What are the challenges?
4. Does your program have sufficient policies & procedures in place?
5. Cash-flow and contract gaps?
6. CASE EXAMPLES?



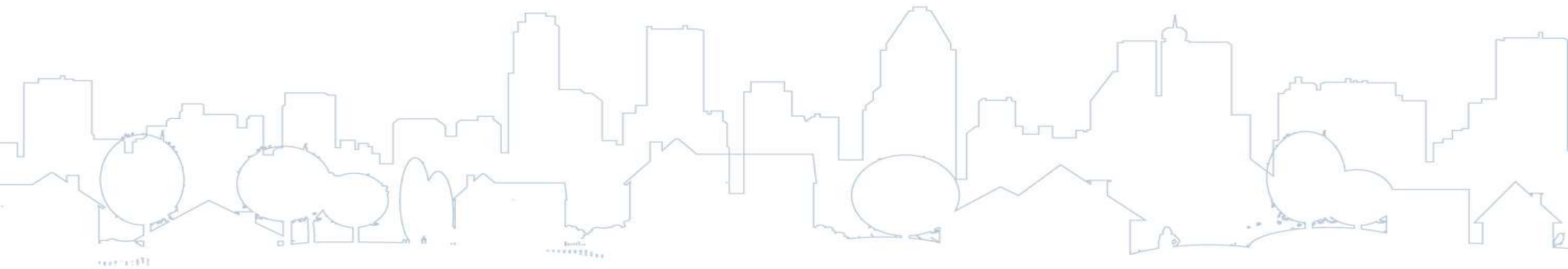
# Q & A



# RURAL HOUSING DELIVERY

- Marketing Your Program
- Landlord Engagement
- Eviction Prevention

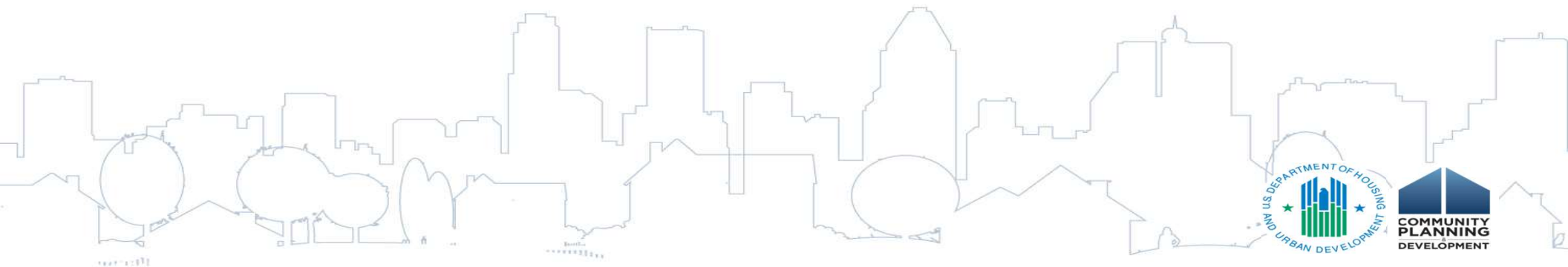




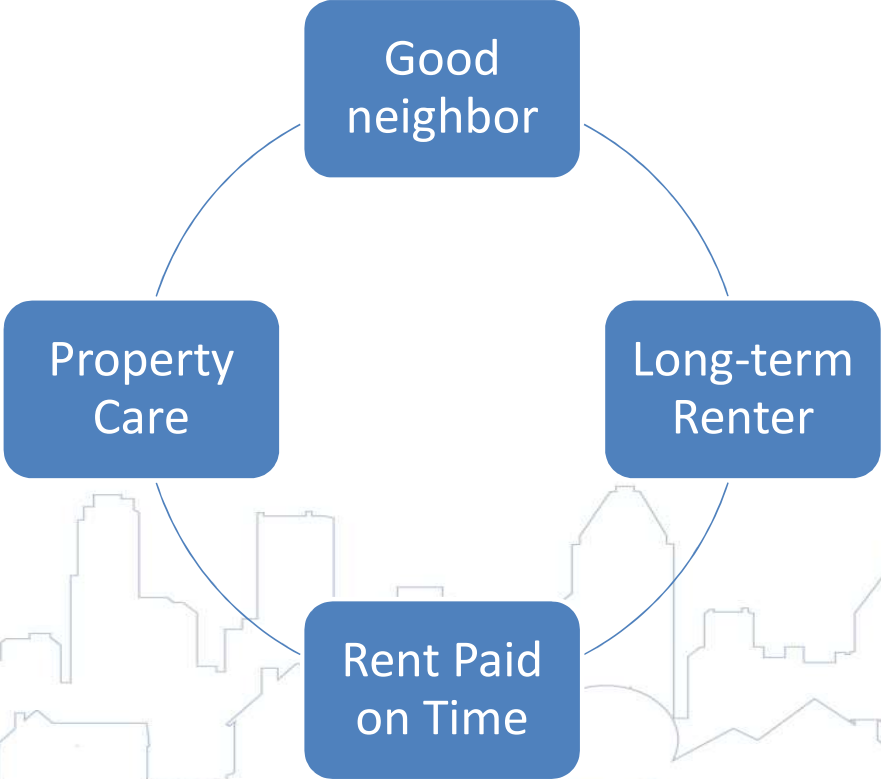
# MARKETING YOUR PROGRAM

# Understanding Landlords

- Rental housing is a business
- They are looking to reduce risk
- Maximize return on investment
- Small landlords are the largest supplier of affordable housing in the country



# Four Things Landlords Want





# Why market your program

- In many ways, you are “selling a product” in the open market. You have to convince property owners that your “product” will meet their needs and address their concerns.
- Marketing the program is one of the best tools to use in developing a pool of landlords and management companies who are willing to rent directly to your clients.

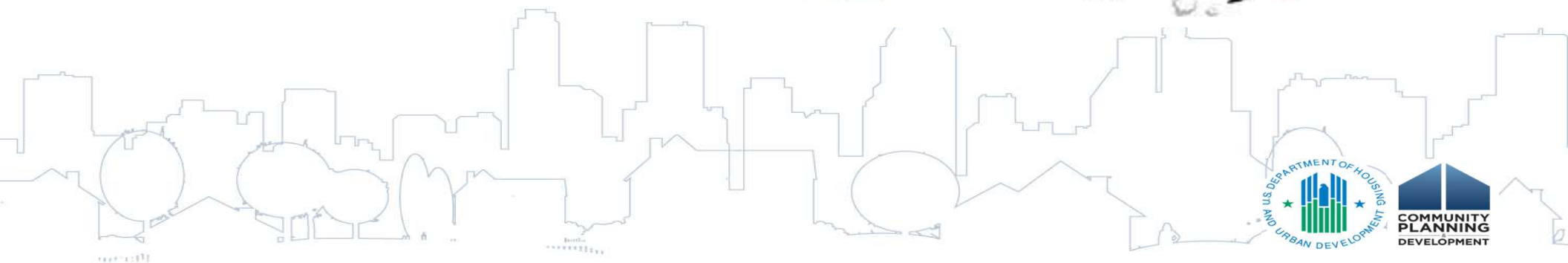


Marketing



# Who do you market to?

- “Mom and Pop” landlords
- Property management organizations
- Other service providers



# How do you market your program?

- Flyers
- Ads in local newspapers
- Social Media
- Host a landlord event
- Cold calling
- Direct mail
- Attend Health Fairs- host a table





# Leave no stone unturned...

- Attend local meetings such as:
  - Faith Communities
  - Chambers of Commerce
  - County Commission Meetings
  - Supportive Service Meetings
  - Rotary Clubs
  - Others?

• **KEEP SHOWING UP!!!**



IMAGECHEF.COM



# Marketing Toolbox

- Agency Brochure
- Program Brochure
- One-page informational handouts or fact sheets
- Letters explaining the program or agency
- Client Success Stories
- Testimonial letters from other landlords who have partnered and benefitted from the experience
- Business Cards



# What's in it for Landlords?

- RENT!
- Landlord/Tenant Education Class (pay rent, keep your unit clean, be a good neighbor)
- Protective Payee Services
- Budgeting Services
- Lease Addendum
- Additional Housing Support to address housing/lease issues
- Tenant Home Visits
- Finder Service— your program can be a go-to source for filling housing vacancies





# Benefits to Landlords

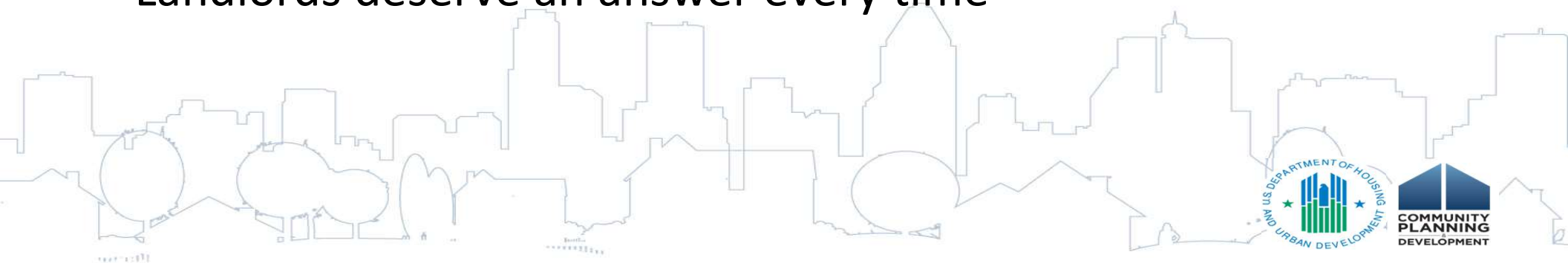
- Participation in ending homelessness
- Communication and introduction to the potential tenant
- Of course, money
- Another party in the transaction
- Someone to help things end well





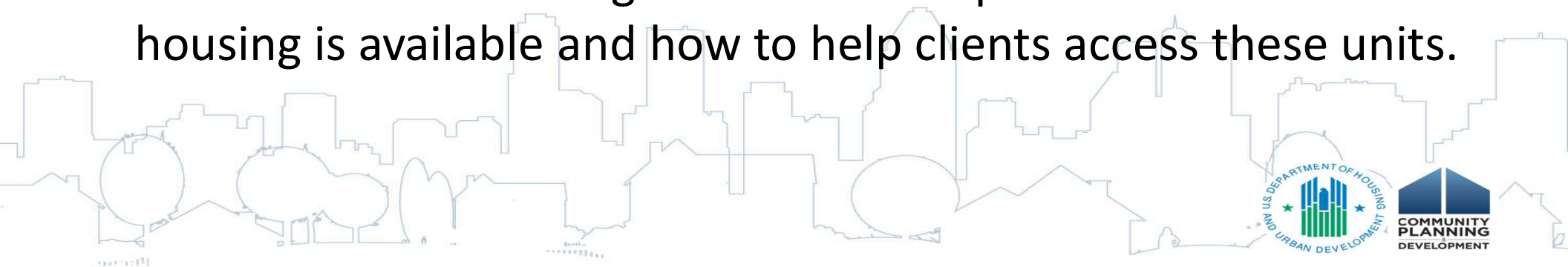
# Rules of Engagement

- When a program is launched, there should be a written strategy of how to engage landlords best suited to the population. Ongoing ties to the participant.
- Landlords should know everything they're agreeing to.
- Landlords deserve an answer every time



# Finding Homes for Clients

- In each of your service areas, some subsidized housing units may exist – many of these are nice apartment complexes that offer lots of amenities for tenants.
- It is our understanding that many agencies either don't know about or are not talking with these complexes to find out what housing is available and how to help clients access these units.



# Step 1

- Learn about the existing units in your service area.
- Make contact with the property managers and landlords and introduce yourselves/agency.
  - Property managers are very conscious of two things:
    - Vacant units: vacant units generate \$0 – complexes make money when there are tenants in all of their units.
    - Fair housing: fair housing is a big deal and property managers have to affirmatively further fair housing.



## Step 2

- Know the rules!
- The following issues can make a potential tenant ineligible:
  - Legal history
  - Poor rental history
  - Credit problems
  - Unpaid utilities
  - History of eviction, foreclosure, or an unpaid balance with a previous landlord



# Key Elements to Developing Creative Landlord Partnerships

- HONESTY

- Be truthful about what is in your control and what is not
- Don't promise something that will not happen
- Be clear about your role

- INTEGRITY

- Always follow through with what you say you will provide/do
- Be accountable to the landlord, keep them informed of any changes.



# CM-Landlord Relationship- Building

- Make contact with the landlord and introduce yourself/program
  - Name/title
  - Role/organization
  - 2 key benefits you will offer to landlords
  - What is the “ask” or next step?



- Elevator Pitch Activity!



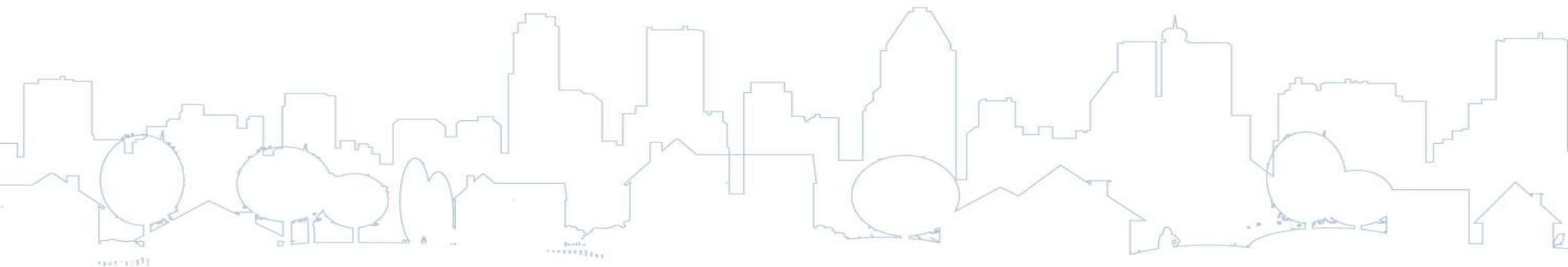
# Key 'Take-Aways'

- It is the case manager's responsibility to engage landlords.
- Landlords benefit from working with supportive service providers and we need to inform them of these benefits
- Units may be there – it's about finding them and building relationships with landlords and property managers



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT





# EVICTIION PREVENTION



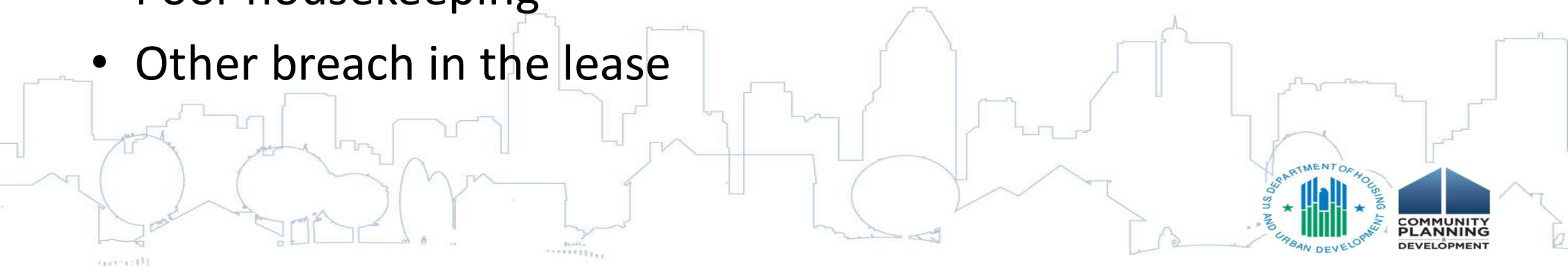
# Eviction-Defined

...to expel, remove or dislodge a person, especially a tenant, from land or a building by legal process.



# Reasons for Eviction

- Unpaid or late rent
- Criminal activity
- Unauthorized guests
- Neighbor disturbance
- Poor housekeeping
- Other breach in the lease



# Case Manager Responsibilities Related to Eviction Prevention

- Helping client understand rights and responsibilities in relation to eviction
- Provide clients with possible housing options to keep clients from re-entering into homelessness
- Advocating for tenants with landlords for fair treatment during eviction process.

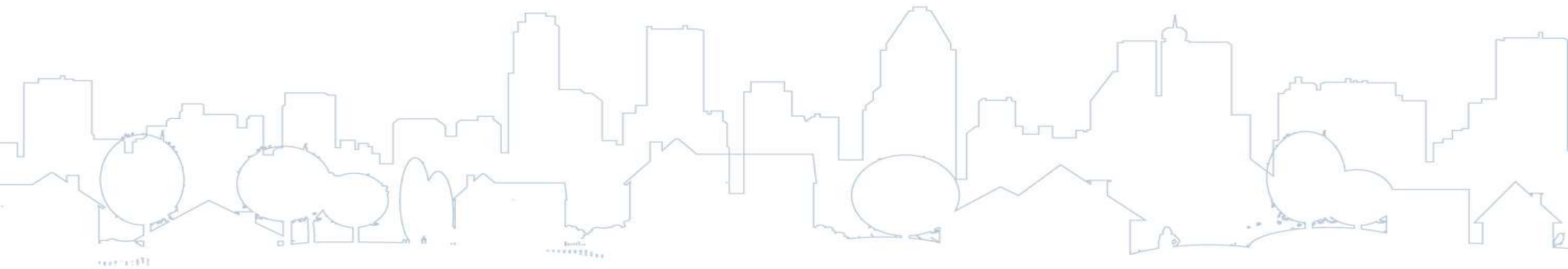


# Tenants' Rights

- Right to live in decent, safe and sanitary housing that is free from environmental hazards
- Right to have repairs completed in a timely manner
- Right to reasonable notice in writing of any non-emergency inspection or entry into the unit
- Reasonable accommodations for persons with disabilities

# Group Activity- Eviction Prevention

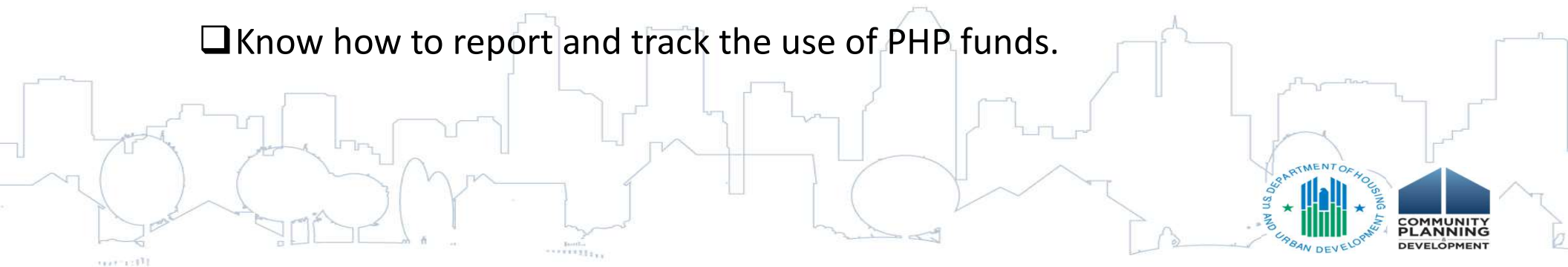




# PERMANENT HOUSING PLACEMENT: PHP

# Learning Objectives

- Know what costs can be covered using PHP and what costs cannot be paid for with PHP.
- Know how to use PHP appropriately to ensure client housing stability.
- Know how to report and track the use of PHP funds.



# What is PHP?

## PHP = Permanent Housing Placement

- ✓ Eligible under 574.300 as a type of HOPWA Supportive Services.
- ✓ Goal is to help establish permanent residency when continued occupancy is expected.
- ✓ Includes “tenant counseling, assisting individuals and families to understand leases, secure utilities, and mediation services related to neighbor/landlord issues that may rise.” CPD 06-07 Notice
- ✓ What are other PHP service costs?





# Let's Break It Down

**Question: Can PHP be used to pay for....**

- ***Security Deposit?***
- ***First Month's Rent?***
- ***Last Month's Rent?***
- ***Rental Insurance?***
- ***Utility Deposits?***
- ***Basic household start-up costs (furniture, utensils, etc.)?***



# Let's Break It Down

## Answers: Can PHP be used to pay for....

- **Security Deposit?** **YES**
- **First Month's Rent?** **IN SOME CASES**
- **Last Month's Rent?** **YES**
- **Rental Insurance?** **IN SOME CASES**
- **Utility Deposits?** **YES**
- **Basic household start-up costs (furniture, utensils, etc.)?** **NO**

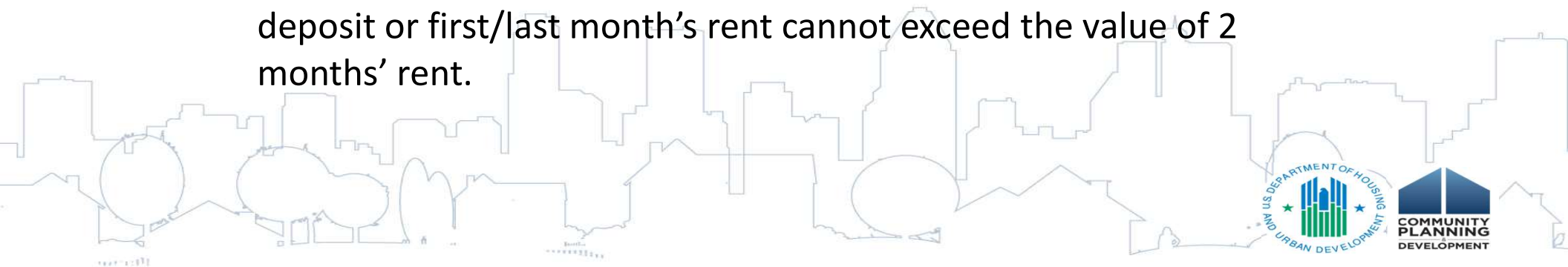


# ...One More Time!

• **PHP can be used to pay for...**

1. Application fees and credit check expenses
2. One-time utility connection fees
3. Rental Security Deposits / First & Last Month's Rent

•NOTE: The total of any payments associated with the rental security deposit or first/last month's rent cannot exceed the value of 2 months' rent.



# First Month's Rent

First month's rent can be covered with PHP if no other rental subsidy program is providing rental subsidies to the household or subsidizing the unit.

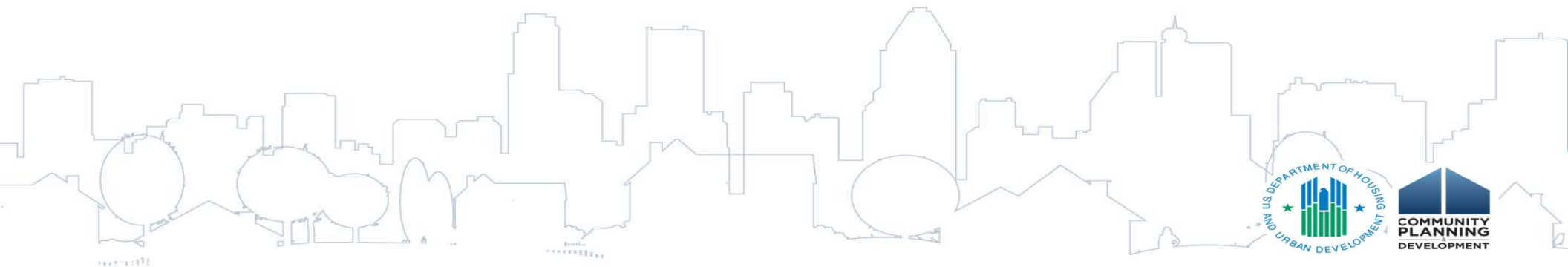
## Examples:

- No subsidy: PHP can cover 1<sup>st</sup> month if household is moving into market rate housing with no subsidy.
- With Subsidy: PHP cannot cover 1<sup>st</sup> month if the household is receiving HOPWA TBRA, Section 8, etc. The subsidy will pay for all months, first to last.



# Renter's Insurance

The first renter's insurance payment is allowable for the unit under PHP, but not ongoing payments. If the initial insurance payment covers multiple months (e.g., a 1-time payment covers the first 6 months) then that is allowable. If the bill comes monthly, only the first payment is allowable under PHP.



# Things to Consider

- ✓ PHP is intended to assist program participants to secure and move into permanent housing
- ✓ Should another program be paying?
- ✓ Use in conjunction with TBRA—this is allowable and works well for some households
- ✓ PHP is used to place individuals into housing not assist individuals *already* in housing



# Habitability and PHP

- ✓ Providers should ensure that all housing supported with PHP is safe, decent, and sanitary
- ✓ It is the OHH's policy that if PHP is provided, the unit should meet the basic Habitability Standards found at 24 CFR 574.310 (b) (2).
- ✓ Note if programs are using HQS (which is more stringent), a client should not be denied housing when there are available units that meet HOPWA habitability standards.



# PHP Tracking and Reporting

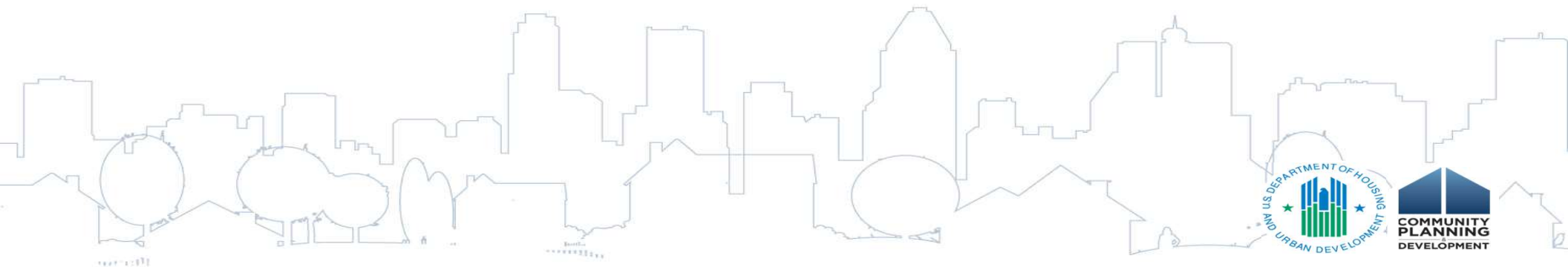
- ✓ Security deposits are program funds that must be returned to the program when the assisted tenant leaves the unit. A good faith effort must be made to recover program funds upon the departure of the beneficiary from the unit.
- ✓ HUD requires that Grantees and Project Sponsors track and report PHP costs separately as a HOPWA housing subsidy assistance expense for activity set-up in IDIS and year-end reporting in the HOPWA APR/CAPER!

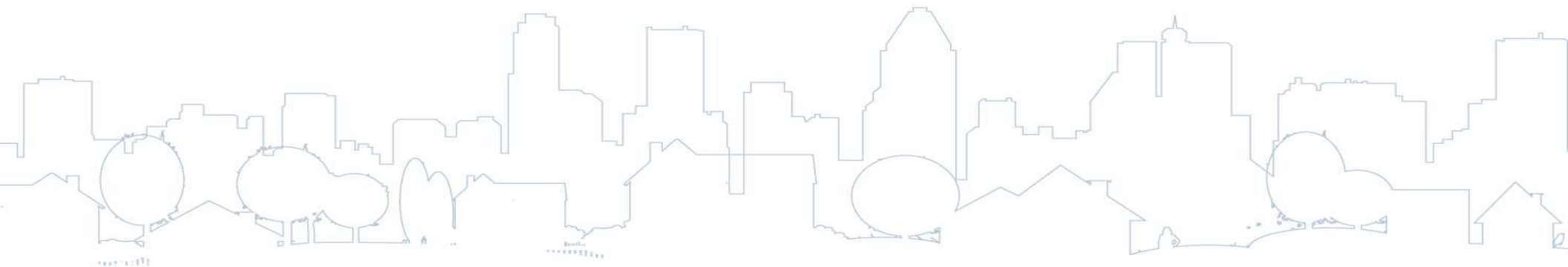




# QUESTIONS?

- [PHP Fact Sheet](#)
- Ask-A-Question:
- <https://www.hudexchange.info/program-support/my-question/>





# SHORT-TERM RENT MORTGAGE & UTILITY ASSISTANCE: STRMU

# Spotlight on STRMU



During this presentation, you will gain a deeper understanding of...

- eligibility criteria and in which housing types STRMU may be used
- documenting evidence of need and eligible uses of assistance
- completing a comprehensive housing care plan
- determining STRMU time limits, and
- other applicable STRMU requirements



# Spotlight on STRMU

## STRMU Goals

- Eligibility
- Housing Status
- Evidence of Need
- Eligible Uses of Funds
- Individual Housing & Service Plans
- Habitability Standards
- Lead Based Paint
- Ineligible Costs
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments



## *STRMU Goals*

Provide short-term, stabilizing interventions to HOPWA eligible households experiencing a financial crisis (i.e. HIV/AIDS health condition or change in economic circumstances)

STRMU is.....a preventive housing intervention intended to reduce the risks of homelessness intended for use in conjunction with other HOPWA efforts to stabilize assisted households



# Spotlight on STRMU

✓ STRMU Goals

**Eligibility**

Housing Status

Evidence of Need

Eligible Uses of Funds

Individual Housing & Service

Habitability Standards

Lead Based Paint

Ineligible Costs

Eligible STRMU Period & Payments

Counting - Eligible STRMU Period

Amount of Assistance & Capped Payments



# Eligibility

Not unlike other HOPWA activities.....

- Household must have at least one person verified to have an HIV or AIDS diagnosis; **and**
- Total gross household income must be at or below 80% of the area median income applicable to the household size and geographic area



# Eligibility

## Additional STRMU eligibility criteria:

- Household must have legal residency in housing and/or be responsible for payments; **and**
- Household must demonstrate need for the assistance





# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- Housing Status**
- Evidence of Need
- Eligible Uses of Funds
- Individual Housing & Service Plans
- Habitability Standards
- Lead Based Paint
- Ineligible Costs
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments**



# Housing Status

Housing Status	Allowable Housing Status Type
Own Home	Yes
Own Apartment	Yes
Mobile Home (Manufactured housing)**	Yes
Shared Living**	Yes
Motel/Hotel	No
Emergency Shelter	No
Living with Adult Family Member -	<p><b>Entire household is assisted:</b> All household income is included, entire household meets low income eligibility and STRMU evidence of need</p> <p>Household member is renting a unit/room from an adult family member and a “reasonable accommodation” is determined necessary for the client</p>



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- Evidence of Need**
- Eligible Uses of Funds
- Individual Housing & Service Plans
- Habitability Standards
- Lead Based Paint
- Ineligible Costs
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments



# Evidence of Need

STRMU assistance is.....

- *Needs-based*
- *Intended for use during a financial crisis due to their HIV/AIDS health condition or change in economic circumstances*

Household must demonstrate lack of resources to meet...

- *Rent*
- *Mortgage*
- *Utility Costs*

Without STRMU assistance, the household will be *at risk of homelessness*



# Evidence of Need

## Grantees & Project Sponsor must establish a way to quantify and verify household need

- *Review of all household bills*
- *Review of Bank Statements – limited resources available*
- *Review of Income along with review of household bills and limited resources available*

Case Manager's assessment of need – current, past and ongoing financial situation, status of employment or benefits and HIV/AIDS health-related conditions

**Note:** A household budget review and assessment should be completed and included in the client file



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- Eligible Uses of Funds**
- Individual Housing & Service Plans
- Habitability Standards
- Lead Based Paint
- Ineligible Costs
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments



# Eligible Uses of Funds

STRMU Assistance	Criteria	Evidence	Eligible Payments
Rental Assistance	Legal right to reside in the unit, and responsibility for rent payment	Evidence includes a lease naming the tenant as the leaseholder or an eligible household occupant, or a default/late payment notice that identifies the eligible person or a resident member of the family as a named tenant under the lease.	Rent
Mortgage	Must demonstrate resident owner of mortgaged real property	Evidence of ownership includes a deed accompanied by a mortgage or a deed of trust; a mortgage or deed of trust default/late payment notice which identifies the eligible person or a resident member of the family as the property owner/debtor; or, a valid, currently-dated title insurance policy identifying the eligible person or a resident member of the family as the property owner/debtor	Mortgage Property Taxes, condo fees, homeowners insurance included in the mortgage payment
Utility	Must reside in the unit legally, and responsibility for utility payment	Evidence includes a utility account in their name or proof of responsibility to make utility payments, such as cancelled checks, money orders, or receipts in their name from a utility company	Utilities – NOT internet, cable, or phone service



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- Individual Housing & Service Plans**
- Habitability Standards
- Lead Based Paint
- Ineligible Costs
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments





# Individual Housing & Service Plans

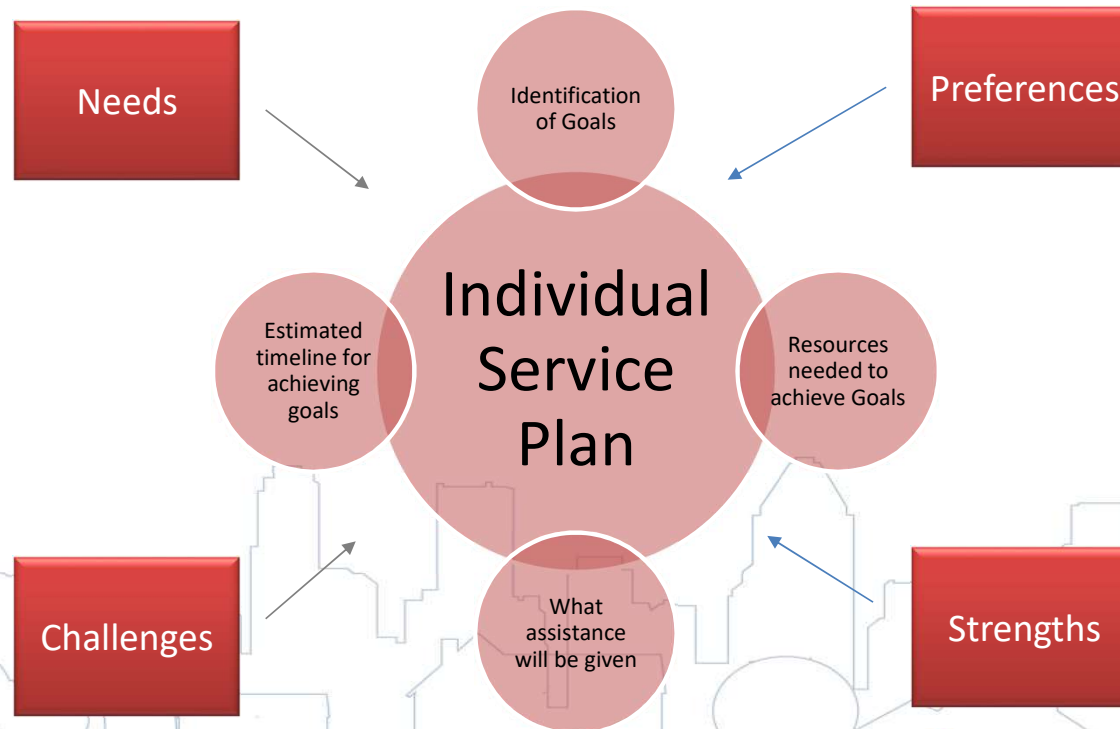
A housing needs assessment is.....

- An opportunity to gather information about the household's needs, preferences, challenges, and strengths, and *informs* the development of the individual service plan

***Individual Housing & Service Plans should be completed in collaboration with the household and case manager***



# Individual Housing & Service Plans



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- ✓ Individual Housing & Service Plans
- Habitability Standards**
  - Lead Based Paint
  - Ineligible Costs
  - Eligible STRMU Period & Payments
  - Counting - Eligible STRMU Period
  - Amount of Assistance & Capped Payments



# Habitability Standards

- Providers should ensure that housing supported with STRMU assistance is safe, decent, and sanitary
  - A housing quality standard inspection is *not required* initially for the use of time-limited STRMU assistance
- HUD strongly recommends that continued occupancy of any HOPWA-supported housing meet HOPWA's habitability standards
  - Any observed deficiencies noted in an individual housing and services plan are addressed appropriately



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- ✓ Individual Housing & Service Plans
- ✓ Habitability Standards
- Lead Based Paint**
- Ineligible Costs
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments



# Pop Quiz! True or False

1. There are certain conditions in which lead-based paint requirements apply to the provision of STRMU assistance.

**Answer: True**

2. Lead-paint base requirements do not apply if the assisted unit is a zero-bedroom apartment.

**Answer: True**



# Lead Based Paint

## Does Apply...if

- STRMU assistance will continue more than 100 consecutive days;
- Housing was built before 1978; and
- Household has members who are pregnant or are children under the age of six

## Does NOT Apply...if

- STRMU assistance will continue 100 or fewer consecutive days;
- Assisted unit is a zero-bedroom unit;
- Household does not have members who are pregnant or are children under the age of six; or
- Housing was built in 1978 or after



# Lead Based Paint – 6 Requirements

1. Provision of HUD's pamphlet
2. Disclosure notice to occupants
3. Visual assessment
4. Paint stabilization
5. Ongoing lead-based paint maintenance
6. Response to a child with elevated blood lead levels





# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- ✓ Individual Housing & Service Plans
- ✓ Habitability Standards
- ✓ Lead Based Paint
- Ineligible Costs**
- Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments



# Ineligible STRMU costs

STRMU assistance **may not** be used for....

- Households receiving rental assistance for the same period of time they are receiving rental assistance from HOPWA or another federal, state, or local housing assistance program
  - *This means that a household utilizing a Housing Choice Voucher or any other type of rental assistance cannot use STRMU for their portion of the rent or for utility assistance*
- Household who are currently homeless
- Households moving into a new housing arrangement
- Moving assistance, security deposits, or first month's rent
- Support for an open line of credit or loan that was secured by the house
- Taxes and insurance paid separately after the first or second mortgage is paid in full
- Assistance for payment towards personal loans or credit debts secured against the unit
- Assistance for a second mortgage when the first mortgage payments are not current or down-payment assistance to support purchase of new unit
- Household supplies, furnishings, automobile/transportation, and phone service costs



# Spotlight on STRMU

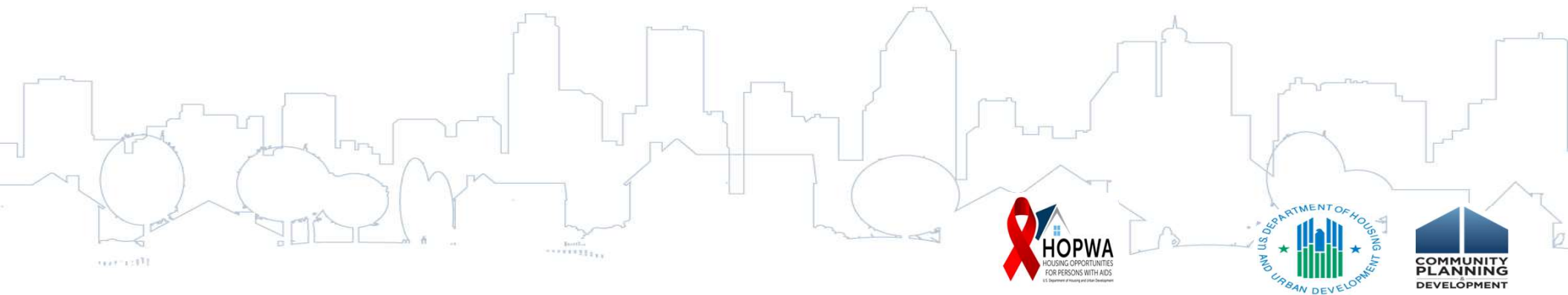
- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- ✓ Individual Housing & Service Plans
- ✓ Habitability Standards
- ✓ Lead Based Paint
- ✓ Ineligible Costs
- Eligible STRMU Period & Payments**
- Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments



# Eligible STRMU Period & Payments

No more than 21-weeks worth of assistance may be provided in any 52-week period = *Eligible STRMU Period*

HOPWA grantees and project sponsors must select one of two methods for defining the start and end date of the eligible STRMU period



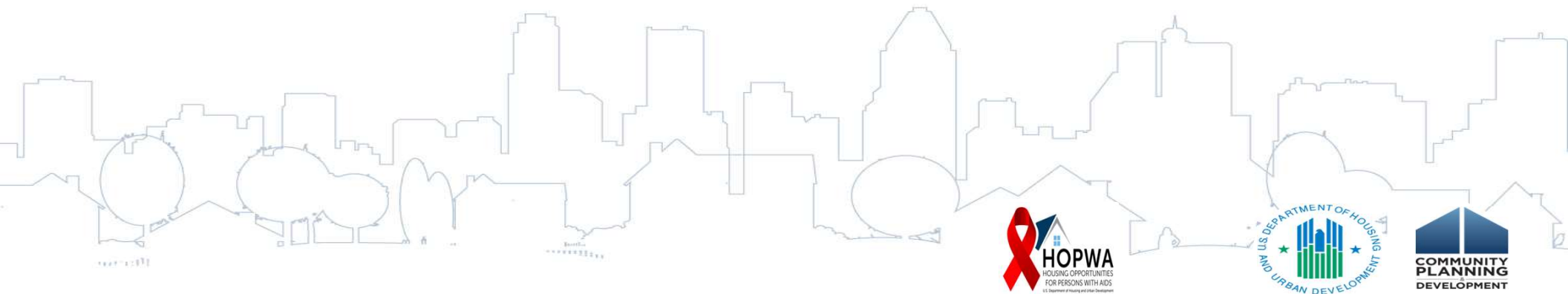
# Eligible STRMU Period & Payments

## Method 1

Set a fixed 52-week period for all households

For example:

- The formula grantee's operating year
- The competitive grantee's operating year
- Calendar year – January 1 to December 31



# Eligible STRMU Period & Payment

## Method 2

A unique period for each individual household based on the time period covered by the STRMU assistance, for example

- The period begins on the date that the STRMU assistance is first provided, and ends 52-weeks thereafter
- At the end of this 52-week period, the next eligible STRMU period would begin for that household
  - *For example: a household that receives STRMU rent and utility assistance rent due on April 1 and a current utility bill due April 5, would begin on April 1 and end on March 31 of the following year*

Note: if that same household also had a utility bill in arrears for a period time prior to April 1, the eligible STRMU period begins on the earliest date that the assistance covers



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- ✓ Individual Housing & Service Plans
- ✓ Habitability Standards
- ✓ Lead Based Paint
- ✓ Ineligible Costs
- ✓ Eligible STRMU Period & Payments
- Counting - Eligible STRMU Period**
- Amount of Assistance & Capped Payments



# Counting - Eligible STRMU Period

HOPWA allows for **three** acceptable methods for equating and tracking the eligible STRMU period that best meets the grantee and project sponsor local needs

Once a method is chosen, the grantee and project sponsor must consistently use that particular method





# Counting – Eligible STRMU Period

**Method 1** - *counting the actual days STRMU assistance is paid on behalf of the household*

➤ 21-weeks is counted as 147 days of assistance

**Example:**

*A utility bill was paid in full for a service period of June 17-July 16*

- Number of days for June: 14
- Number of days for July: 16
- Total days worth of assistance: 30



# Counting – Eligible STRMU Period

## Example:

*If only a portion of a utility bill was paid for a service period of June 17-July 16, count the days associated with the amount paid*

- Total bill is \$160 for June 17-July 16 (30-day service period)
- STRMU pays \$125
- Divide the total bill of \$160 by 30-days – equals \$5.33 per day
- Divide the STRMU payment of \$125 by \$5.33 – equals 23.4 days, round down to **23 days** worth of STRMU assistance



# Counting – Eligible STRMU Period

**Method 2** - *round each month to four weeks for up to 21 weeks of assistance...rounding each calendar month to four weeks allows for five months and one week of assistance to equal the 21-week limit, regardless of the number of days in those months*

**Example:**

Rental period of August 1-August 31 equals four weeks and total rent is \$1000

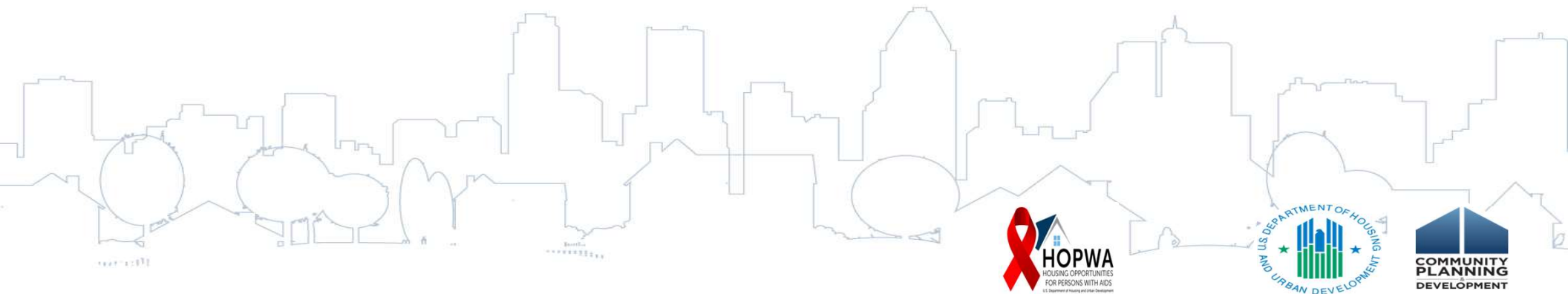
- 75% of a month's rent paid equals: 3 weeks and \$750
- 50% of a month's rent paid equals: 2 weeks and \$500
- 25% of a month's rent paid equals: 1 week and \$250



# Counting – Eligible STRMU Period

**Method 3** – *calculates a number of weeks in a month, which equals 4.3 weeks per month (52 weeks/12 months)*

- 75% percent of a month's rent counts as 3.2 weeks
- 50% percent of a month's rent counts as 2.2 weeks
- 25% percent of a month's rent counts as 1.1 weeks



# Spotlight on STRMU

- ✓ STRMU Goals
- ✓ Eligibility
- ✓ Housing Status
- ✓ Evidence of Need
- ✓ Eligible Uses of Funds
- ✓ Individual Housing & Service Plans
- ✓ Habitability Standards
- ✓ Lead Based Paint
- ✓ Ineligible Costs
- ✓ Eligible STRMU Period & Payments
- ✓ Counting - Eligible STRMU Period
- Amount of Assistance & Capped Payments**



## Amount of Assistance & Capped Payments

STRMU assistance does not require the client to pay a portion of the rent, mortgage or utility bill

In cases where a household is capable of paying some of their rent, mortgage, and/or utility costs, grantees and project sponsors may determine an appropriate household contribution

When households are able to contribute to a portion of the rent or utility bill, it decreases the amount of time counted toward the STRMU eligibility period



# Amount of Assistance & Capped Payments

Grantees and project sponsors may establish a dollar limit or a *capped payment* for STRMU financial assistance for individuals households.

Methods for establishing capped payments may include....

- *Utilizing the Public Housing Authority payment standards*
- *Limiting the total amount of funding a client is eligible to receive*
- *Limit the number of times a client may apply for assistance in the 52-week period*

Capped Payments must be applied in a uniform and non-discriminatory manner

Households that receive the maximum capped payments shall equal the entire 21-week period



# STRMU Monitoring

## Key Monitoring Elements:

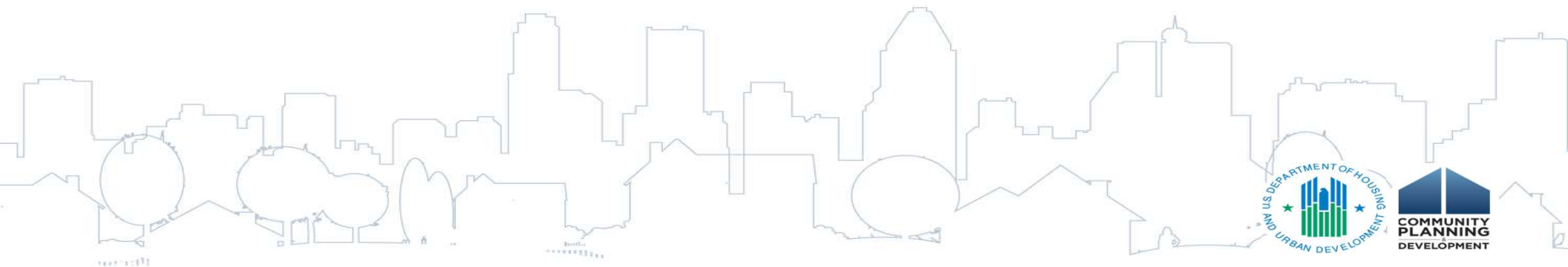
- Documentation of need
- Time limits on assistance
- Housing needs assessments and plans





# STRMU Discussion

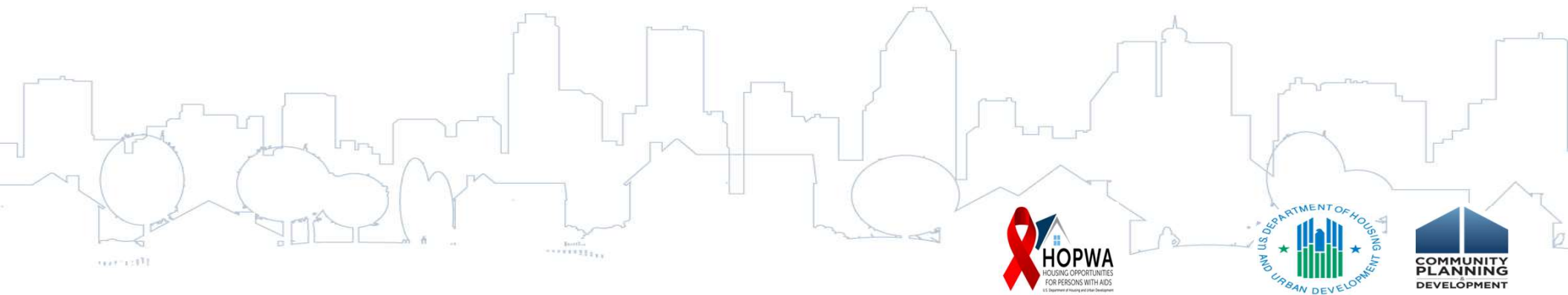
- Are caps or other policies needed?
- What communication is in place among agencies providing STRMU in Augusta or State of GA? Can/Do clients apply at multiple agencies?
- How do you handle repeated requests??
- Other questions or suggestions?



# Spotlight on STRMU

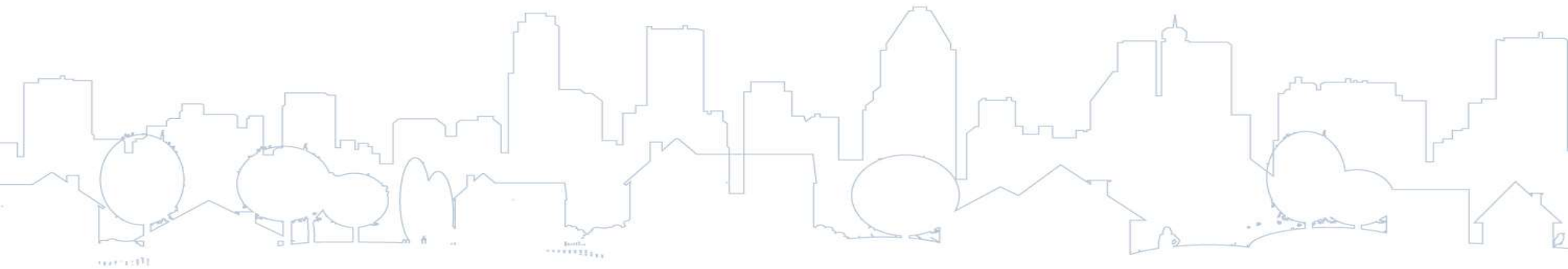
*Further information and guidance is located in the STRMU Guidebook which can be found here:*

<https://www.hudexchange.info/resource/4843/hopwa-short-term-rent-mortgage-and-utility-assistance/>



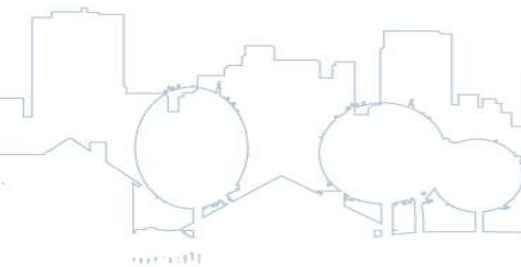
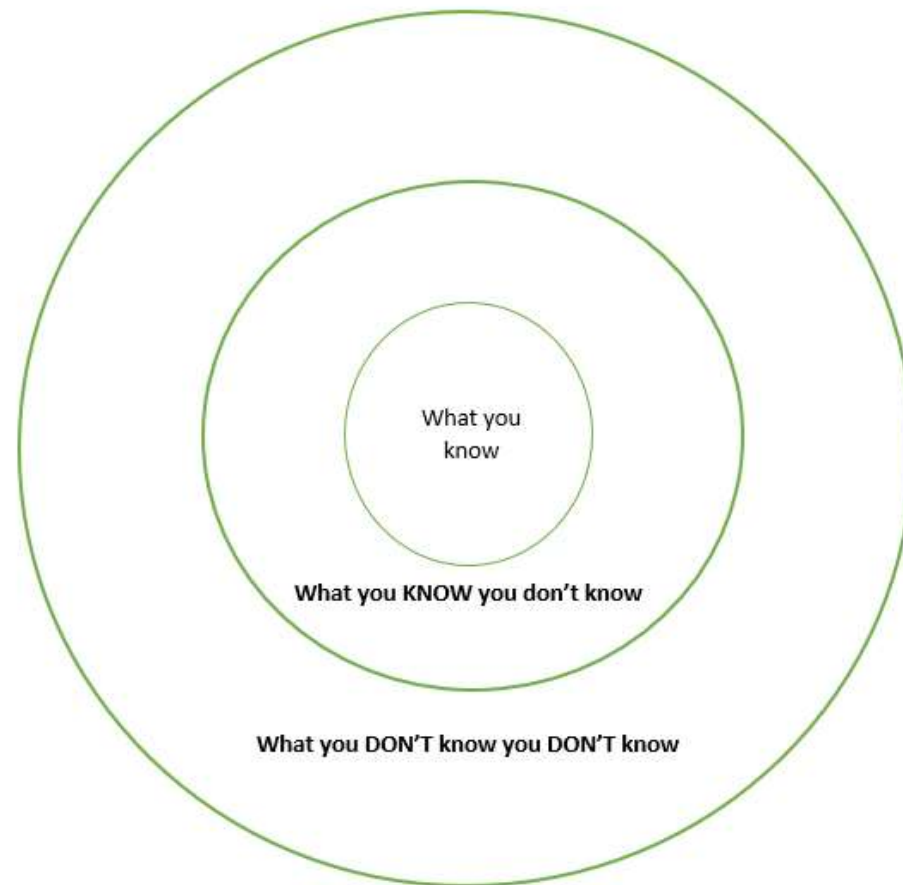
# Question Time....





# COMMUNITY & SYSTEM COLLABORATION

# The importance of collaborating



# The importance of collaborating

- Maximizes community resources
- More efficient use of funds (prevents duplication of services)
- Leverages existing housing stock
- Ensures a coordinated community response to housing
- Referrals
- Program outreach/marketing



# There are a number of ways that HOPWA grantees or Project Sponsors can collaborate with other programs

But the three most common are:

1. Planning
2. Funding
3. Direct application for services/Coordinated Entry



# Other housing options

- Continuum of Care
- Emergency Solutions Grant
- HOME
- Public Housing Authorities
- Housing Choice Voucher Program
- NED (Section 202)
- HUD-VASH
- Mainstream (Section 811) Vouchers
- State and local programs





# Continuum of Care (CoC)

CoC programs are for individuals and families who are living homeless or are at imminent risk of becoming homeless. CoC can fund:

- Permanent Housing (including services)
- Supportive Services Only programs
- Homelessness Prevention

Program grantees for Continuum of Care, ESG, and HOME: <https://www.hudexchange.info/grantees/#/byProgram>



# CoC Planning

## What can you do with your local CoC?

- Volunteer or ask to be nominated to a CoC Board
- Committees, advisory groups, steering committees, regular member meetings, etc.
- Planning groups related to updating 10-Year Plans, Consolidated Plan, Action Plan
- Attending public hearings
- Target critical issues – Centralized Intake/Assessment!

## What do you have to offer the CoC?

- Information & training/education
- Manpower – planning & implementation assistance; volunteer for annual Point in Time count
- Housing units
- PHP
- Data!

## What do we have to gain?

- Better connections to funding and housing programs
- Increased access to other resources for PLWH
- Opportunities for new partnerships with other special-needs housing providers
- Better representation of PLWH needs in their system



# Benefits and Challenges – Comments from a HOPWA PS, Acadiana CARES

## Benefits of participating in CoC activities:

Opportunities to apply for funding which is accessible through the CoC

Ability to network with other service providers

Promotion of current services by your organization

## Challenges:

Each organization feels their mission is the most important!

Not every organization has a “team” mentality...

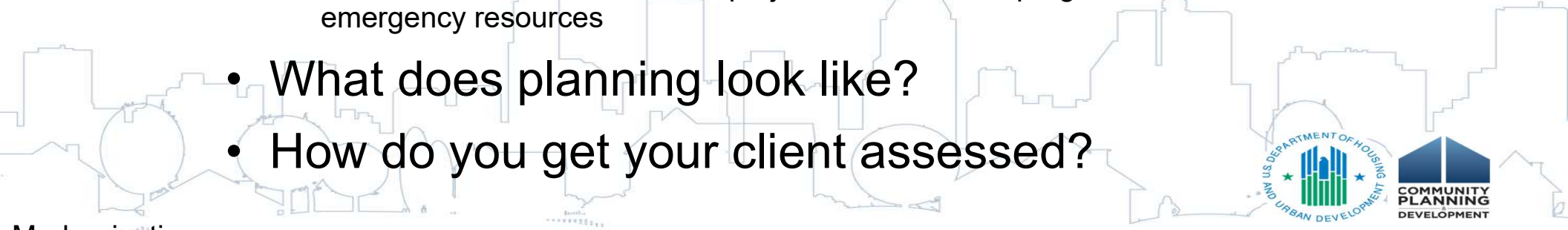
Can be time consuming

Allocations not always favorable to the organization



# Coordinated Entry

- What is it?
  - Prioritized
  - Low Barrier
  - Housing First orientation
  - Person-Centered
  - Fair and Equal Access
  - Standardized Access and Assessment
  - Inclusive
  - Makes referrals to CoC funded projects, ESG funded programs, and other emergency resources
- What does planning look like?
- How do you get your client assessed?



# Emergency Solutions Grant

ESG is a program to assist persons experiencing homelessness in several different ways by funding:

- Street Outreach
- Emergency Shelter
- Homelessness Prevention
- Rapid Re-Housing

Program grantees for Continuum of Care, ESG, and HOME:

<https://www.hudexchange.info/grantees/#/byProgram>



# HOME

HOME funds can be used for Capital or TBRA. HOME is the largest Federal block grant to state and local governments designed exclusively to create affordable housing for low-income households.

Program grantees for Continuum of Care, ESG, and HOME: <https://www.hudexchange.info/grantees/#/byProgram>



# Public Housing Authorities (PHA)

Generally, the mission of PHAs is to provide high quality, affordable housing and supportive services to persons and families in need. PHAs are not specifically for persons experiencing homelessness.

## Public Housing

- Affordable apartments for low-income families, the elderly and persons with disabilities.
- Public Housing and Housing Choice Voucher programs:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/pha/contacts](https://www.hud.gov/program_offices/public_indian_housing/pha/contacts)



# Housing Choice Voucher Programs

## HCV (formerly Section 8)

- Tenant-based vouchers for low-income individuals and families

## Non-Elderly Disabled (NED)

- HCVs specifically for non-elderly disabled people
- 2 categories:
  - **Category 1** vouchers enable non-elderly persons or families with disabilities to access affordable housing on the private market
  - **Category 2** vouchers enable non-elderly persons with disabilities currently residing in nursing homes or other healthcare institutions to transition into the community.

NED FAQs:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/hcv/nedfaq](https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/nedfaq)





# Mainstream (Section 811) Vouchers

Provides funding to assist non-elderly persons with disabilities who are:

- Transitioning out of institutional or other segregated setting,
- At serious risk of institutionalization,
- Homeless, or
- At risk of becoming homeless
- Very-low or extremely-low income

Only PHAs that administer housing choice voucher (HCV) assistance and non-profits that already administer HCV mainstream assistance are eligible for funding.

HUD-Multifamily Housing - Elderly/Handicapped:

[https://www.hud.gov/program\\_offices/housing/mfh/hto/inventorysurvey](https://www.hud.gov/program_offices/housing/mfh/hto/inventorysurvey)

TAC – Database of vouchers for persons with disabilities

<http://www.tacinc.org/knowledge-resources/vouchers-database/>



# HUD VASH

## HUD - Veterans Affairs Supportive Housing

- Provides housing with supportive service to help vets to maintain independent housing in the community.
- Vets must be VA health care eligible
- Must be homeless, as defined by the McKinney Vento/homeless definition
- Provides supportive services
- **VA determines eligibility**

HUD VASH information: <https://www.va.gov/homeless/hud-vash.asp>



# Section 202 Supportive Housing for the Elderly Program

Residents must be:

- 62 years old or older
- Very low-income

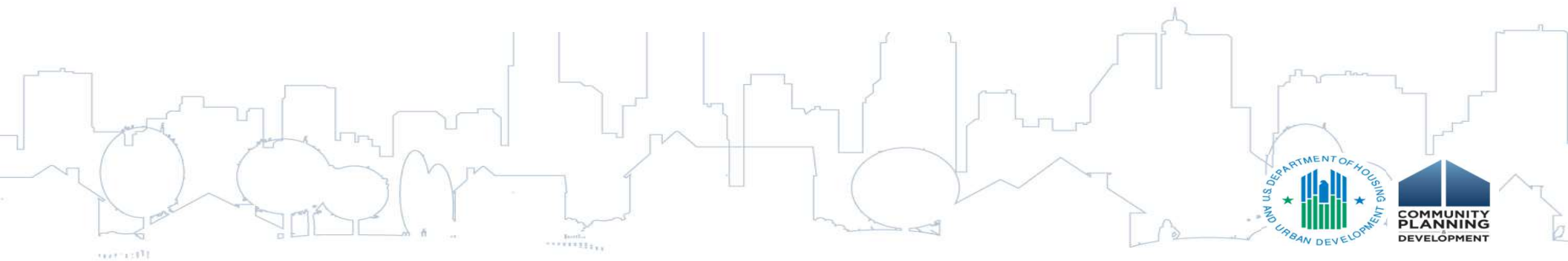
Housing options allow residents to live independently but in an environment that provides support activities such as cleaning, cooking, transportation, etc.

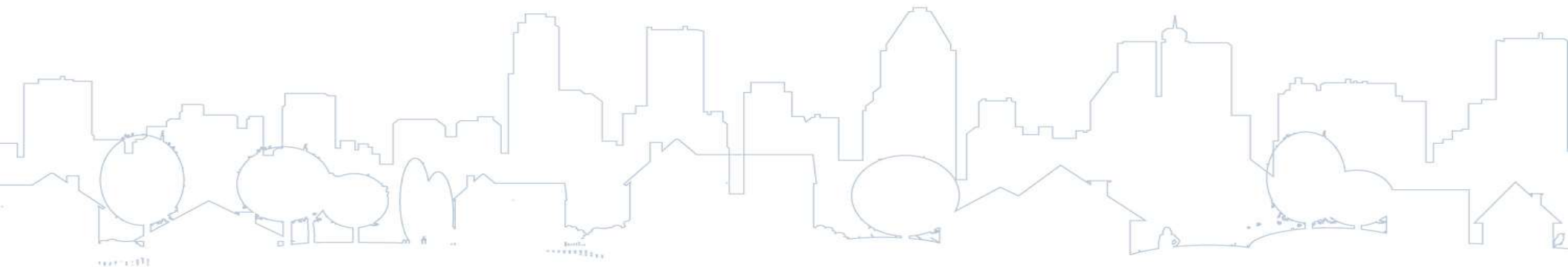
HUD-Multifamily Housing - Elderly/Handicapped:

[https://www.hud.gov/program\\_offices/housing/mfh/hto/inventorysurvey](https://www.hud.gov/program_offices/housing/mfh/hto/inventorysurvey)



# Q & A



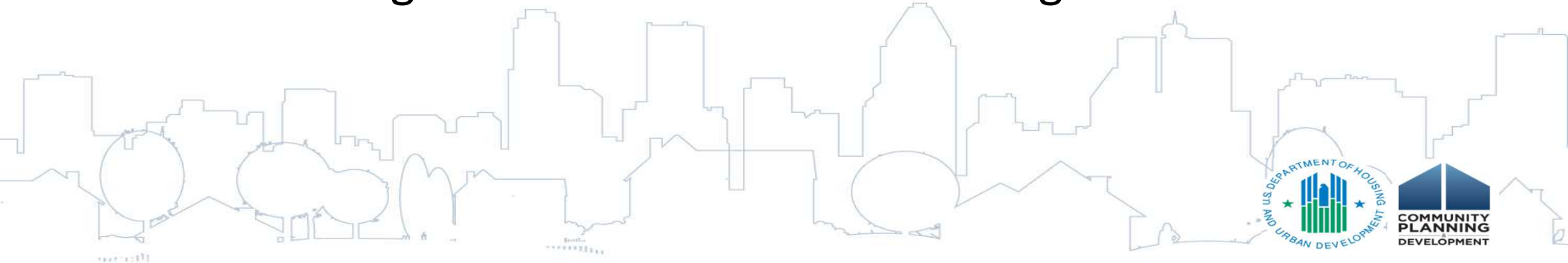


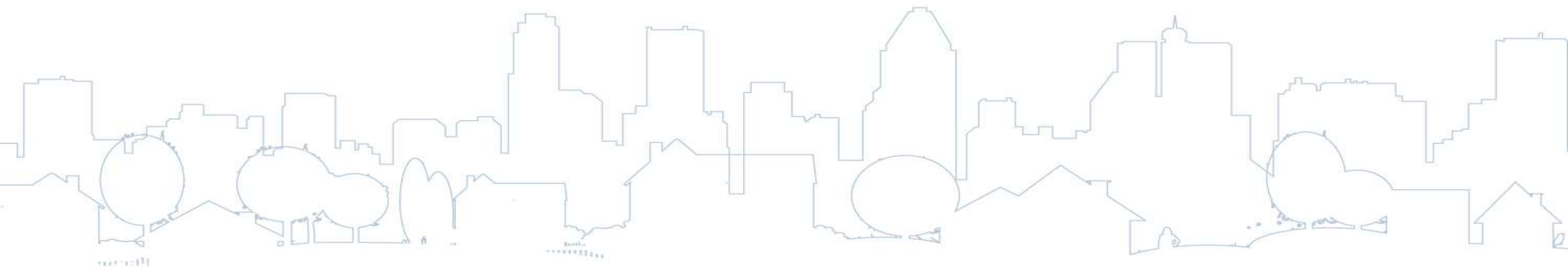
# STATE OF GA HOPWA TRAINING

## DAY 2

# Agenda: Day 2

- Housing-Focused Case Management
- Innovations and Best Practices
- Lunch Provided On-Site
- Case Discussions and Program Problem-Solving – Q&A
- New Housing Initiative – DCA HUD 811 Program Coordinator

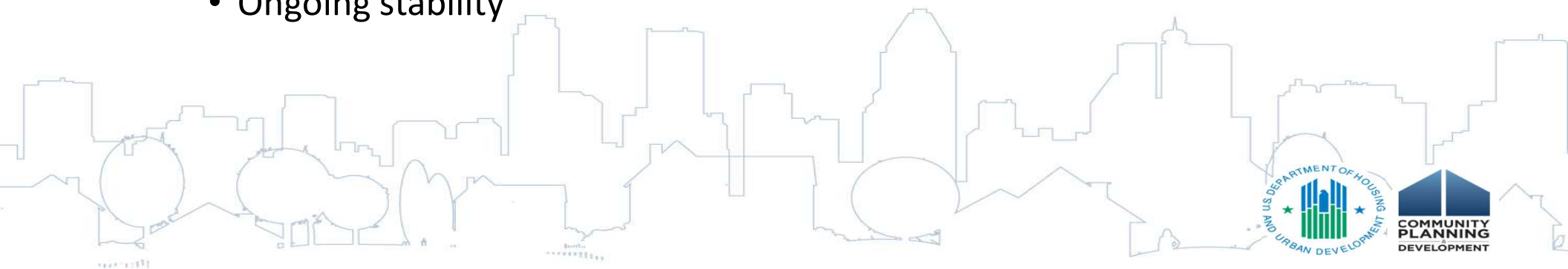




# HOUSING FOCUSED CASE MANAGEMENT

# Focus of Housing-Based Case Management

- Added focus on:
  - Housing readiness measures – are they ready?
  - Housing stability measures – how stable are they?
  - Development of ongoing housing-related goals that emphasize
    - Housing acquisition
    - Ongoing stability





# Goal in Housing-Based Case Management

## **Goal: Helping clients to *secure and maintain* stable, affordable housing**

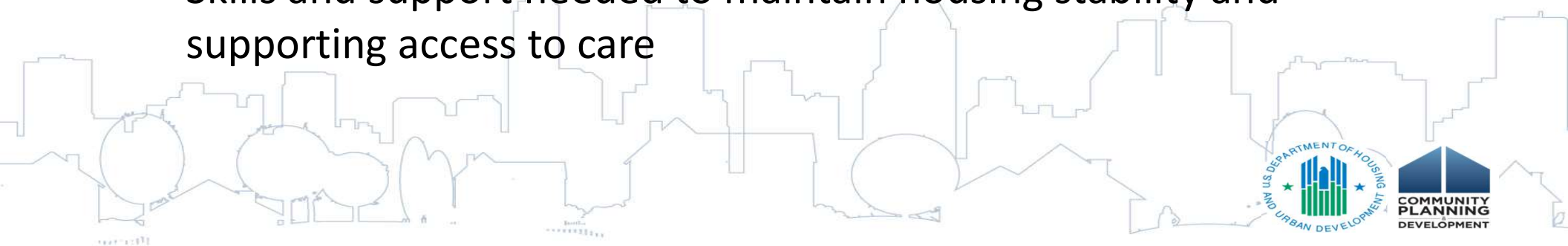
- For clients not currently in safe, decent, affordable housing, the primary goal is to develop a strategy to assist them in securing housing
- For those already housed, the goal is to assure that adequate supportive services are in place so the client can maintain housing



# Emphasis in Housing-Based Case Management

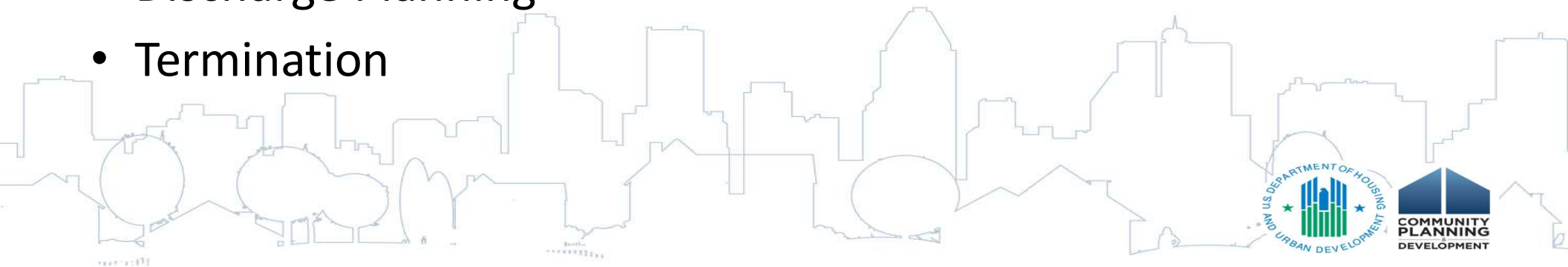
The housing lens focuses on:

- Decrease risk of homelessness
- Housing needs and preferences
- Income to obtain and maintain housing
- Eligibility for housing and available housing funding
- Skills and support needed to maintain housing stability and supporting access to care



# Housing-Based Case Management Functions

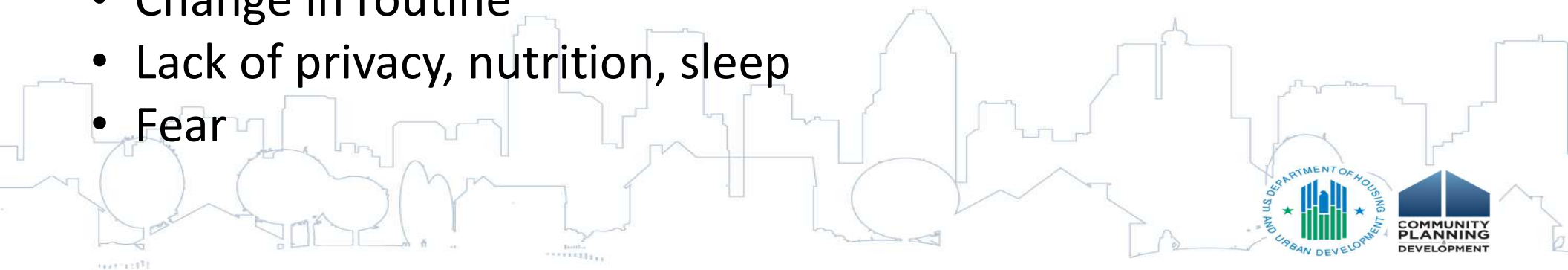
- Building Rapport
- Assessment
- Goal-Setting
- Service Coordination
- Discharge Planning
- Termination



# Building Rapport

## Common experiences of people that have been homeless or marginally housed:

- Loss of power
- Loss of role
- Loss of connection
- Change in routine
- Lack of privacy, nutrition, sleep
- Fear



# Needs Assessment

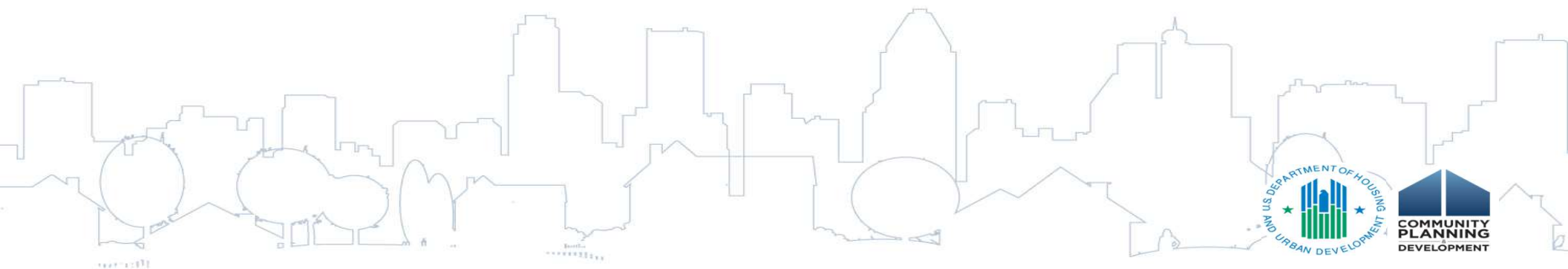
## Assessment

- History: What actions, behavior or circumstances led to housing problems?
- In what setting has the client been happiest and most stable? What settings did not work?
- What supports will this client need in order to enter and remain stable in housing?

# Needs Assessment

## Suggestions...

- Use a checklist of barriers with the client and use this information to guide the rest of the discussion
- Develop a housing history by reviewing the client's housing situation over the past several years.



# Barriers Checklist Example

- No rental history
- Eviction(s) \_\_\_\_
- Large family (3+ children)
- Single parent HH
- Head of HH <18
- Sporadic employment history
- Recent criminal history
- Poor credit/no credit
- Debts/insufficient savings
- No high school diploma/GED
- Insufficient/no income
- Repeated/chronic homelessness
- Recent history of substance abuse
- History of DV

# Housing History Example

Type of Residence	Dates of Residence	Reason for Leaving
<input type="checkbox"/> Emergency Shelter		
<input type="checkbox"/> Permanent housing for formerly homeless		
<input type="checkbox"/> Psychiatric hospital/facility		
<input type="checkbox"/> Substance abuse treatment		
<input type="checkbox"/> Hospital (non-psychiatric)		
<input type="checkbox"/> Room, apartment or house that you rent		
<input type="checkbox"/> Apartment/house you own		
<input type="checkbox"/> Staying/living in a family member's room, apt., etc.		
<input type="checkbox"/> Hotel or motel		
<input type="checkbox"/> Place not meant for habitation		

Slide 152





# Additional Assessment Factors: What You Need to Know

- Current problems with landlord
- Rental or utility arrears
- Eviction or foreclosure
- Doubled up and must leave housing
- Living in a condemned house
- Sudden and significant loss of income
- Significant increase in utility or rent costs
- Violence/abuse in the household
- Recent institutional discharge





# Housing Stability Check

- Even when housed, is the client really stable?
- Ask about substandard housing issues.
- Incorporate a regular housing burden check:
  - Calculate current housing burden: Monthly rent and utility cost/monthly household income
  - 30% of gross income is considered affordable



# Housing Stability Check (continued)

## Rent burden example:

- Monthly rent & utilities = \$600
- Monthly household income = \$1,200
- $\$600 / \$1,200 = 50\%$

*This household is spending 50% of its monthly income on rent and utilities. This is considered to be severely housing burdened.*



# Goal Setting

## Goal-Setting

- Understanding the client's housing preferences.
- Review realistic options.
- Find the right "fit".
- Assure that Goals incorporate the steps needed to get into and successfully stay in housing.

*"Before we tried to change people, now we support change in people."*

-Staff member, The Road Home, Salt Lake City, UT



# Goal Setting

## Managing our bias!

- Not our plan
- Not our priorities
- Client-driven plans are realistic
- Avoid 'setting clients up' to fail
- **EVERY** goal written with success in mind



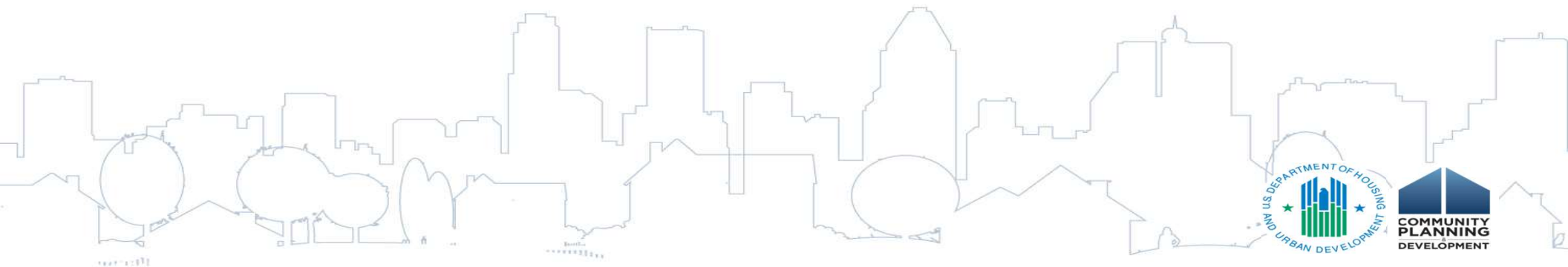
# Potential Goals

- Family health and stability.
- Employment/income – create budget, address credit issues, make a savings plan.
- Education.
- Supportive services – community resources to be accessed.
- Housing – explore homeownership, linkage to housing counseling, available and appropriate housing options, expected adjustments with transition.



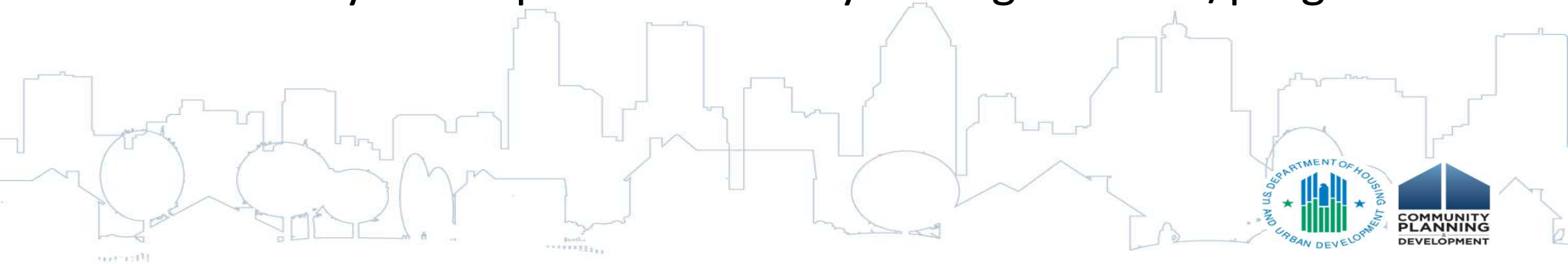
# Service Coordination

- Connecting clients to the support services needed to achieve and maintain housing stability.
- Monitoring client progress in housing and making service adjustments as needed.

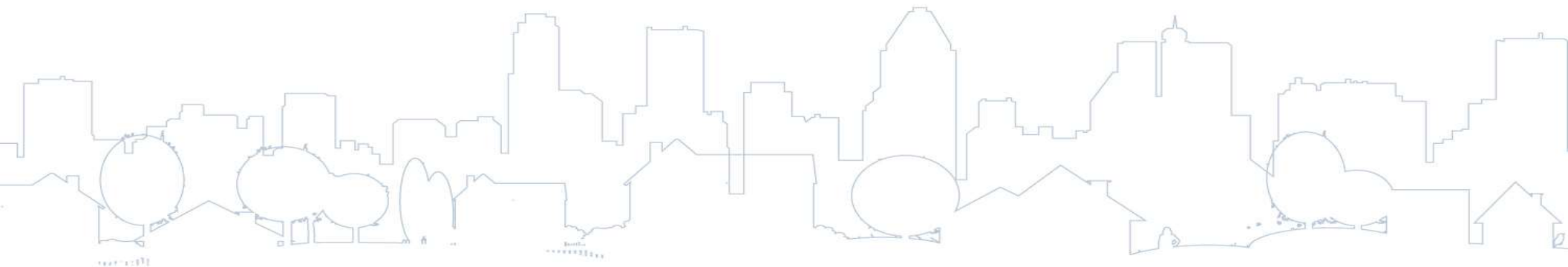


# Group Activity!

- What are your responsibilities to the client?
- What are your responsibilities to the landlord?
- What are your responsibilities to your organization/program?





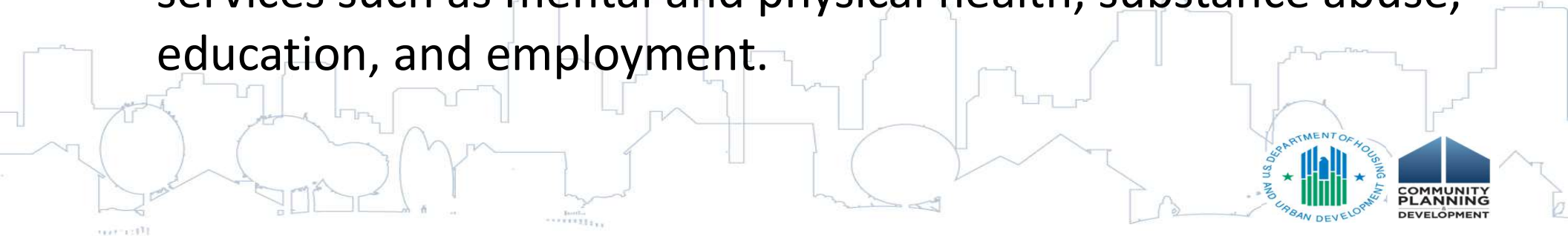


# IMPLEMENTING HOUSING FIRST AND HARM REDUCTION METHODS

# Housing First Philosophy

The Housing First philosophy is simple.

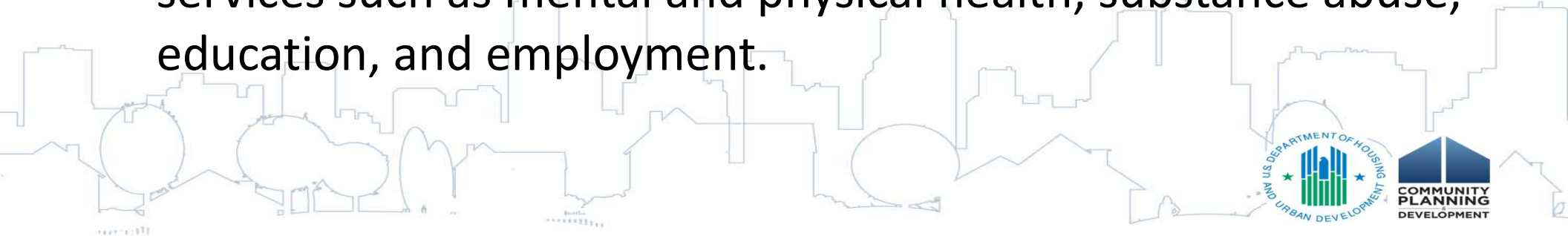
1. Provide individuals and families experiencing homelessness with ***immediate*** access to permanent or affordable supportive housing.
2. Supplement the housing by offering supportive treatment services such as mental and physical health, substance abuse, education, and employment.



# Housing First Philosophy

The Housing First philosophy is simple.

1. Provide individuals and families experiencing homelessness with ***immediate*** access to permanent or affordable supportive housing.
2. Supplement the housing by offering supportive treatment services such as mental and physical health, substance abuse, education, and employment.

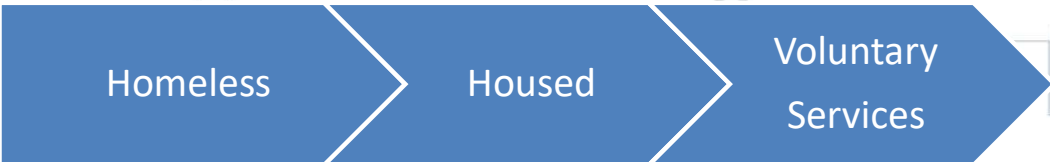


# Housing First vs. Linear Model

## Linear Model



## Housing First Model



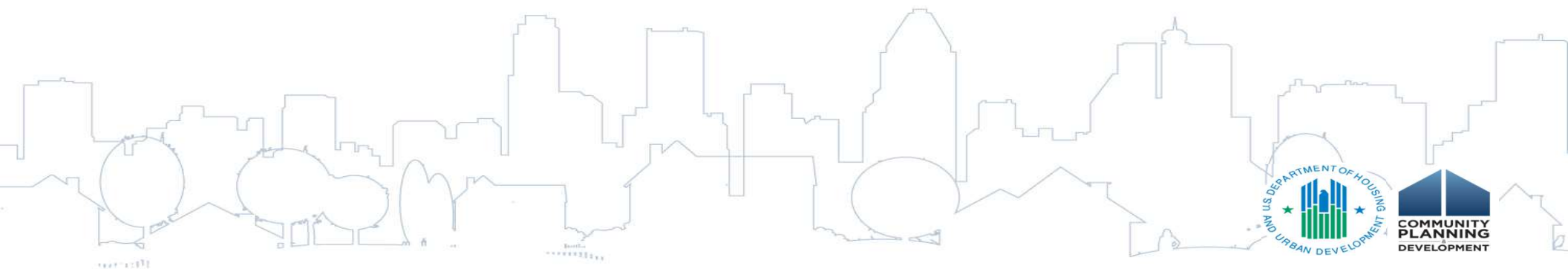
# Is the linear model flawed?



- Lack of consumer choice
- Stress often results from congregate living and multiple moves
- Skills learned in one setting may not be helpful or transferable at the next level of care
- 2+ years before a client reaches permanent housing
- Housing is contingent upon acceptance of treatment first

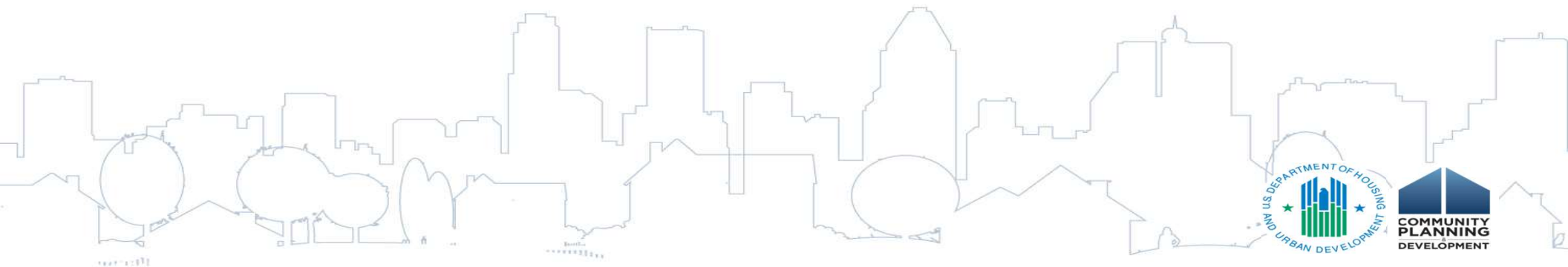
# Housing First Emphasizes...

- Consumer choice
- Voluntary services
- Eviction prevention



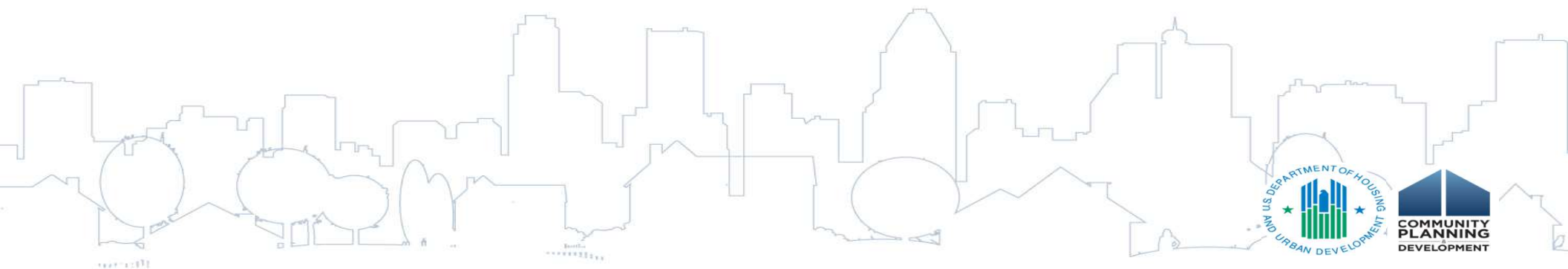
# Housing First: Core Elements

- Core element #1
- Admission and tenant screening/selection processes promote the acceptance of applicants regardless of their substance use or sobriety, completion of treatment, and participation in services.



# HF at the Project Level- a Checklist

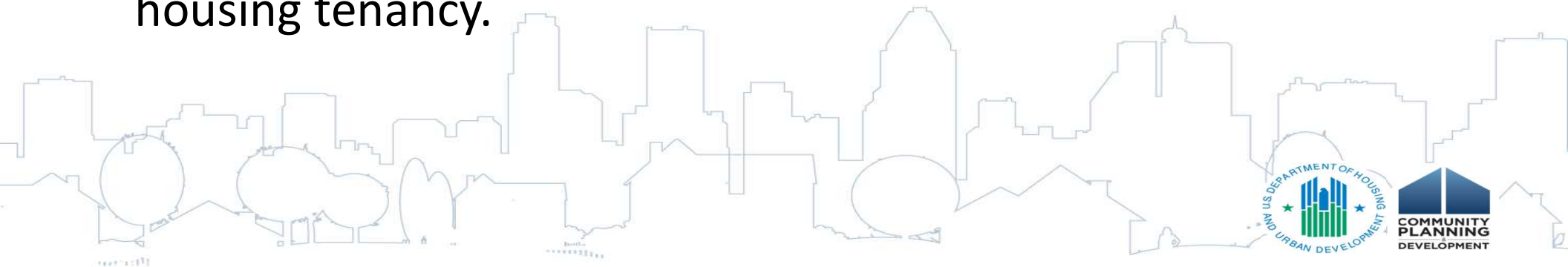
- Core element #2
- Housing accepts referrals directly from shelters, street outreach, drop-in centers, and other parts of the crisis response system frequented by vulnerable people experiencing homelessness.





# HF at the Project Level- a Checklist

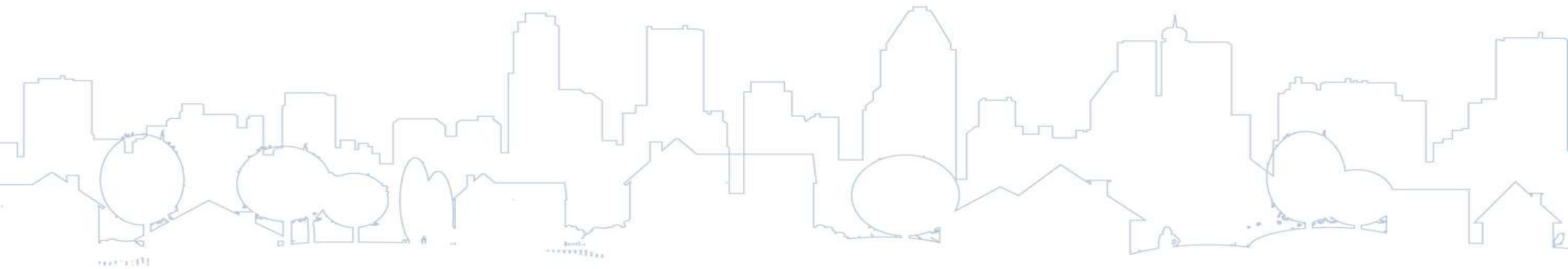
- Core element #3
- Supportive services emphasize engagement and problem solving over therapeutic goals. Service plans are highly tenant-driven without predetermined goals. Participation in services or program compliance is not a condition of permanent housing tenancy.



# HF at the Project Level- a Checklist

- Additional elements
  - Tenants are given flexibility in paying their tenant share of the rent (ex. payment plans).
  - Harm reduction is the philosophy that all staff members commit to and emphasize.
  - Case managers are trained and actively use motivational interviewing and client-centered counseling.
  - Eviction is only considered in the most egregious cases.





# HARM REDUCTION IN HOUSING

# What is Harm Reduction?

- Public health intervention that seeks to reduce the negative consequences associated with certain behaviors
- Does not reject abstinence-based treatment or 12-step models but acknowledges a spectrum of safer use → managed use → abstinence
- Traditionally refers to substance use, but can also be applied to mental health
- Harm Reduction is NOT “anything goes”

# Harm Reduction and Substance Use

- Substance use: abstinence is seen as an ideal goal at the end of a longer continuum of acceptable outcomes
  - Reduced frequency of use
  - Reduced quantity of use
  - Use of safer alternatives/safer use practices
- Seattle's Downtown Emergency Services Center – “wet house” model and moderation-based case management

# Harm Reduction and Housing First

- Harm Reduction is an important part of the Housing First model—based on principles of self-determination and individual choice

- Examples:

- Individualized plans for psychiatric medication compliance

- Scheduling CM meetings first thing in the morning

- Budgeting for alcohol/recreation

- Going to AA/NA meetings while a person is still using

- Direct vendor checks or rep payee for rent

These practices should be tailored to the culture and needs of your community



# Increasing Your Agency's Housing Focus

Make sure you are asking the right questions:

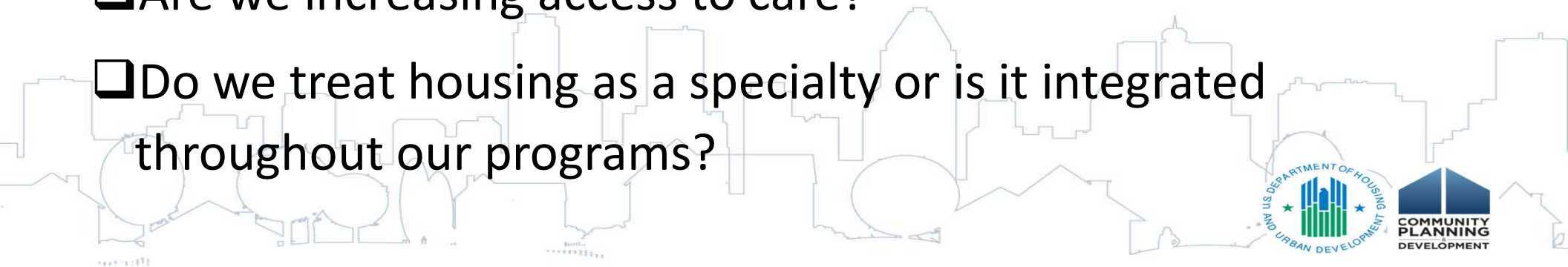


- Are we reaching clients living with HIV/AIDS in rural areas?
- Are we successful at accessing housing?
- Can we build or leverage more housing? How?
- Do we need new, different partnerships?



# Increasing Your Agency's Housing Focus

- What are the housing needs faced by our clients?
- Are we increasing housing stability?
- Are we decreasing homelessness?
- Are we increasing access to care?
- Do we treat housing as a specialty or is it integrated throughout our programs?





# Best Practice Examples

## HIV Care Continuum:

Work internally and with key stakeholders to track health outcomes for those living with HIV as measured by initial linkage to housing & care after diagnosis, retention in housing & care, and suppressed HIV viral load.

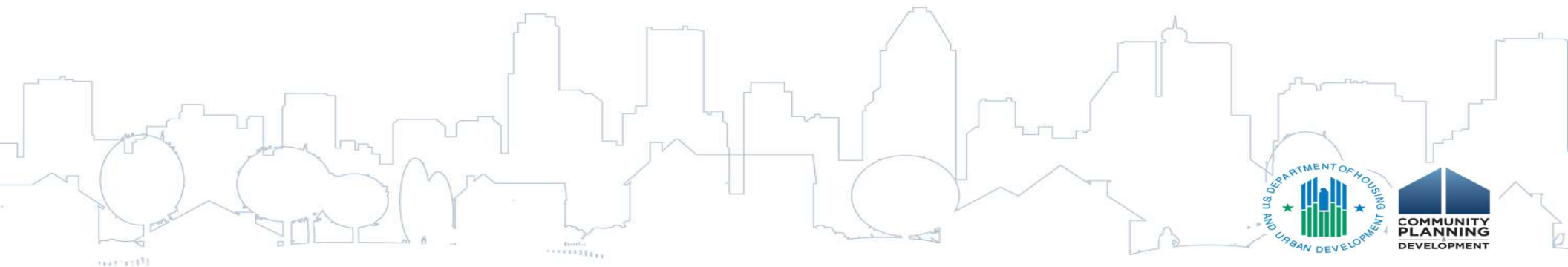
Separating rural from urban areas will provide more informative results.



# Best Practice Examples

Agency focus/planning/structure:

In organizations that cover both rural and urban areas, make sure the rural perspective and differing needs are represented...in agency planning, in staffing structure, in program planning!



# Best Practice Examples

Client Assessments: Include housing-related questions in all client assessments:

- History: What actions, behavior or circumstances led to housing problems?
- In what setting has the client been happiest and most stable? What settings did not work?
- What supports will this client need in order to enter and remain stable in housing?



# Best Practice Examples

15  
5

## Client Goal-Setting:

All clients should have housing goals:

- For clients not currently in safe, decent, affordable housing, the primary goal is to develop a strategy to assist them in **securing housing**
- For those already housed, the goal is to assure that adequate supportive services are in place so the client can **maintain housing**



# Best Practice Examples

## Ongoing assessment/monitoring:

- Monitor client progress in housing and make service adjustments as needed. Visit the unit!
- Connect clients to the support services needed to achieve and maintain housing stability.



# Best Practice Examples

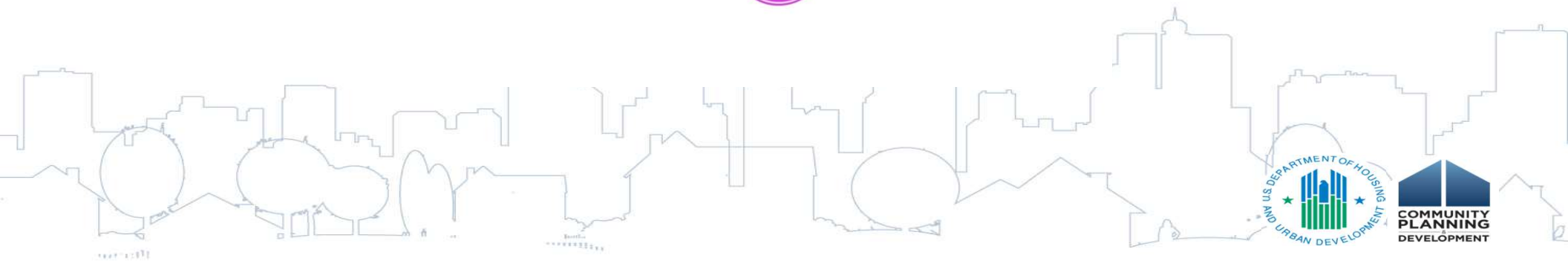
ARCW Example: Food delivery to rural HIV+ clients:

“Food Services are a way to connect clients to care as well as for good health. Food delivery to rural clients can get the case manager in the door to discuss health issues and see the living environment”

- Is the electricity on?
- Are the HIV meds on the table not being taken?
- Are there trash problems or other issues?



# Q & A



# Case Examples & Problem-Solving

Office Hours:



Let's discuss cases or issues that concern you!







## FOR MORE INFORMATION

**Collaborative Solutions, Inc.**

P.O. Box 130159

Birmingham, AL 35213

Phone: 205.939.0411

Visit us at: <http://www.collaborative-solutions.net>

Crystal Pope, Program Consultant

Email: [Crystal@collaborative-solutions.net](mailto:Crystal@collaborative-solutions.net)

Mande Ellison-Weed, Senior Program Associate

Email: [mande@collaborative-solutions.net](mailto:mande@collaborative-solutions.net)

