

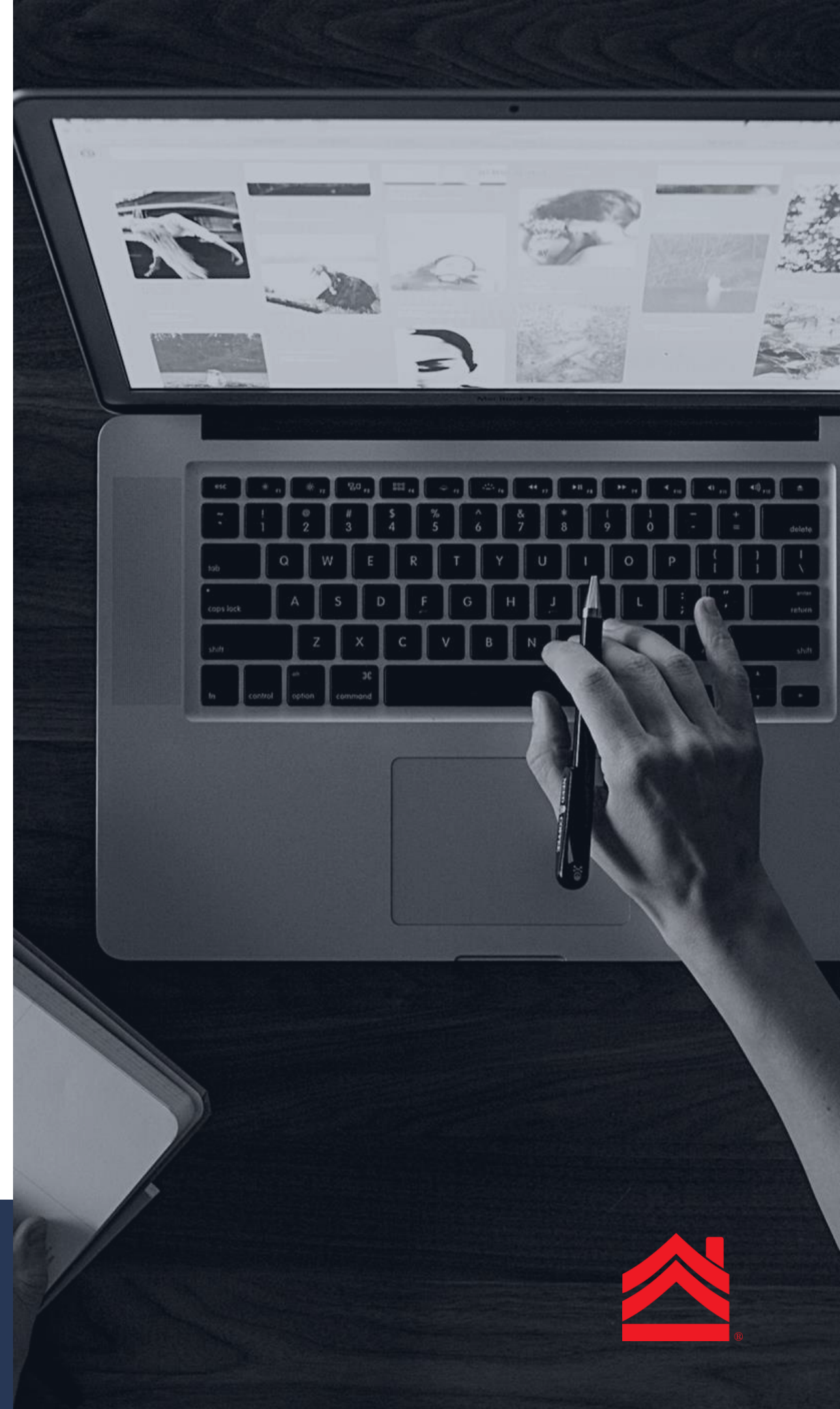
NATIONAL COALITION FOR HOMELESS VETERANS

2020 NCHV ANNUAL CONFERENCE

Virtual Edition



HD 2: IMPROVING VOUCHER LEASE-UP RATES THROUGH PARTNERSHIP





IMPROVING VOUCHER LEASE-UP RATES THROUGH PARTNERSHIP



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NATHANIEL SALTZ and DAVID NGUYEN,
MACV

WELCOME



AGENDA

- Advancing Housing Opportunities through Collaboration
- VA HUD-VASH Advocacy, Key Stakeholders & Impact
- Engaging partners, managing barriers and developing solutions





Advancing Housing Opportunities Through Collaboration

DEIRDRE BOLDEN
Senior Program Manager
Corporation for Supportive Housing (CSH)
Palm Beach County, FL

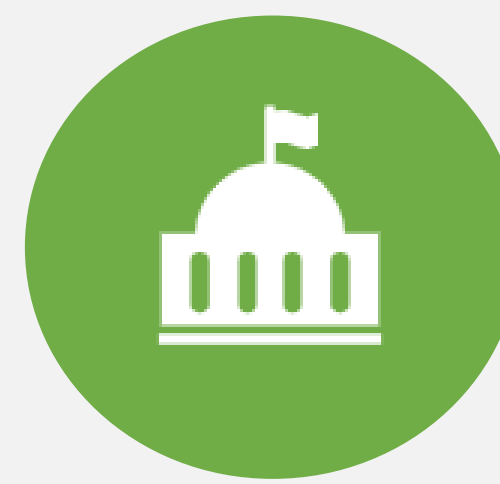
CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing



**TRAINING AND
EDUCATION**



LENDING



POLICY REFORM



**CONSULTING &
TECHNICAL
ASSISTANCE**

PARTNERSHIPS HELP TO ADVANCE HOUSING OPPORTUNITIES

LEVERAGE CAPACITY & RESOURCES

Identify Intersection of Agency/Program Goals

SERVE/HOUSE CROSS-SECTOR CLIENTS

Facilitate Service Delivery

Ensure Housing First Principles

TYPES OF VOUCHER SUBSIDIES

- Housing Choice Vouchers
- HUD-VASH
- Mainstream

FOSTER AN ARRAY OF PARTNERS

- Local PHAs
- Veteran Affairs
- SSVF Providers
- Homeless Continuums of Care (CoC)
- Public Hospital Network
- Healthcare for the Homeless





Strategies for Successful Collaboration

COMMITMENT VIA FORMAL AGREEMENTS

Roles | Responsibilities | Expected Outcomes

DEDICATE TIME FOR PROGRAM COORDINATION

Referrals | Housing Search | Case Management

LANDLORD ENGAGEMENT

Low Barrier Eligibility | Incentives | Tenancy Support

EVALUATION

Set Program Objectives | Real-time vs. Interval





VA HUD-VASH Advocacy, Key Stakeholders & Impact

BELINDA SUTTLES, LCSW
HUD-VASH Supervisor
VA Healthcare System of North Texas

2020 Homeless Veteran Point in Time Count

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- There was a total of 4,471 homeless individuals in Dallas and Collin Counties in 2020 comparable to 4,538 in 2019
 - There was a total of 360 homeless Veterans identified in Dallas and Collin Counties in 2020 comparable to 431 in 2019.



Key Partners within Our Community

- Metro Dallas Homeless Alliance
- SSVF Programs (American GI Forum and Endeavors)
- City of Dallas
- Landlords
- Local Shelters
- Various Community Resources
- Public Housing Authorities
- HUD
- Local Homeless Continuum of Care



Committed to a Team Approach

Multiple agencies in the community offering homeless services with the same common goal of ending Veteran homelessness

- We began working more with our community partners and the local homeless continuum of care.
- We have bi-weekly meetings where we discuss Veterans identified on the By-Name List. The By-Name List sorts Veterans based on prioritization and their VI-SPDAT Score.
- The Veterans are referred to permanent housing or rapid rehousing programs.
- We also have bi-weekly meetings with each SSVF Provider to discuss Veterans that are receiving their services while waiting on a HUD/VASH voucher. This has been especially beneficial during the pandemic as a lot of agencies have been closed to the public for several months.



Purpose of Meetings with the Homeless Continuum of Care

- Identify Homeless Veterans in the community, assess their needs and determine how best to serve them.
- Make appropriate referrals to community providers
- Determine the services available by each agency
- Share information about best practices to engage those Veterans difficult to engage





Benefits of Working Closely with Community Partners

- Improves communication and the sharing of ideas
- Increases Veterans access to appropriate resources
- Avoids duplication of services
- All agencies are learning to work better together to address a common goal
- Increases awareness of what services are being provided to each Veteran



The Impact of our Homeless CoC

In 2019, VA collaborated with the Homeless Continuum of Care, local PHAs and community agencies to house over 100 Veterans in 100 days.



HUD/VASH's Impact on the Community

HUD and the VA developed performance measures to monitor the effectiveness of the housing programs.

- We have 844 vouchers with 3 PHAs to service the Dallas area
- Lease up: **95%** Measure **94%**
- Utilization: **103%** Measure **100%**
- Employment: **46%** Measure **45%**
- Negative Exits: **10%** Measure **14%**

Challenges that we Continue to Face

Barriers that We Continue to Face

- Changes in the Housing Market
- Veterans with criminal backgrounds and poor rental history

Ways these Barriers are Addressed in our Community

- Dallas Housing Authority offers a Landlord Incentive Bonus of \$500 to each landlord that rents to a Veteran with a VASH voucher.
- VASH Housing Specialist, Peer Support and Social Workers advocate on the behalf of Veterans that poor rental history and criminal backgrounds.
- Landlord Appreciation Luncheon is hosted annually by Homeless

Local Supports Available for Voucher Recipients

Income Protections

- Dallas City Council passed a new source of income protections in October 2016 to prohibit discrimination based on sources of income in the sale, advertising and rental of housing.
- The new protections also require housing providers that receive city funding to accept housing choice vouchers and set aside 10% of their units for housing choice voucher holders.

Inclusive Communities Project

- Engages in research and advocates for policies that promote the Fair Housing Act.
- Mobility Assistance Program was established under the Inclusive Communities Project. The Mobility Assistance Program is a counseling program that serves low-income families receiving a housing choice voucher from the Dallas Housing Authority. The purpose of the program is to ensure that clients are educated about and have access to high quality rental housing in low poverty and higher opportunity areas.

In Conclusion

Our Work is Not Finished

We will continue to work on building partnerships with a common goal of housing our homeless Veterans and their families.





Engaging partners, managing barriers and developing solutions

NATHANIEL SALTZ, Statewide Program Director
DAVID NGUYEN, Metro Housing Team Leader
Minnesota Assistance Council for Veterans (MACV)

Introductions

- David Nguyen, Metro Housing Team Leader
- Nathaniel Saltz, Program Director



Overview

MACI

- Who are the key partners to improving voucher lease up rates?
- What are the barriers/challenges to housing a Veteran with a voucher?
- What are some things we have done to overcome these barriers/challenges?
- Roles and responsibilities of our partners



Who are the key partners to improving voucher lease up rates?

- Landlords / Property Managers
- Committed Veteran Services Provider (SSVF, GPD, etc)
- HUD-VASH / CRRC
- Housing Authority
- Homeless Veteran Registry / By-Name List
- Landlord Mitigation Fund



What are the barriers/challenges to a landlord housing a Veteran with a voucher?

- Treated an obstacle to be overcome / the “bad guy” by service providers
- So many providers at once! Who should I call? Who will call me back?
- I feel dumped on and manipulated, service providers withholding information
- “Program Speak”
- Perceived cost of working with clients with vouchers
- Worry about angry neighbors
- Confusing Housing Authority requirements and documents often with little customer support



What are some things we have done to overcome these barriers/challenges?

a) Strategic Landlord Partnerships (Rural vs Urban)

- Focus on deep relationships with smaller group of landlords with significant number of units and variety of types/locations. To include
 - Formal contract- right of first refusal, articulated mutual expectations with certain key partners
 - Regular site visits
 - Enhanced customer service
- Landlord Breakfast Event
- [Digital marketing and educational materials](#)
- [Ending Veteran Homelessness in Minnesota: One Veteran at a Time](#)



What are some things we have done to overcome these barriers/challenges?

b) Enhanced Landlord Customer Service

- Understanding of the business practices and needs of the Landlords
- Ease the process of working with Housing Authority
- Follow up on all steps for PHA
- Accountability for recertification
- Prioritize unpaid ledger with landlord. Chase down the why. Understand that other client issues are often hidden and what is seen is the unpaid rent
- Taking initiative to reach out and check on if client is up to date on rent and lease compliant



What are some things we have done to overcome these barriers/challenges?

c) Partnership with VA

- VA and MACV onsite together with landlord at regular times
- Clear roles for Landlords, agencies, Veterans
- Streamline VASH packet process to eliminate confusion. (Parking lot)
- Housing solutions are not mine our yours, they are ours



What are some things we have done to overcome these barriers/challenges?

c) Partnership with the State of Minnesota

- Veteran Landlord Mitigation, Vacancy, and Incentive funds through State Dept of Veterans Affairs (MDVA)
- By-Name List hosted by MDVA
- Rapid Design Team with MACV, VA, CoCs, MDVA includes Minnesota Housing to liaison with properties, including those that have funding through MHFA



Multi-Agency Action Force

Housing Authority

- Confirm Receipt of the RFTA
- Communicate inspection date

Landlords

- Completing RFTA and sending to housing authority
- Having unit in condition ready to pass inspection
- Communicating late rent and other issues to MACV & VA team
- Flexible on tenant selection in exchange



Multi-Agency Action Force

MACV



- Monitors flow of communication with and for landlord to ensure the administrative processes are happening
- Forecast potential prevention situations & coordinate HSP with VA if applicable
- Advocate for lease compliance with landlord
- Rapid response to lease compliance issues

VA

- VASH has a clinical advocacy relationship with their client
- Ensures the RFTA and other necessary documents are flowing to and from the housing authority and the landlord
- Rapid response to client issues





Thank You!

Q&A

