



Purposeful Housing

Housing First Partners Conference
March 22 , 2012

Adrienne Todman
Executive Director
District of Columbia Housing Authority



Key Elements for Success

- Resource Allocation
- Re-engineered DCHA eligibility & leasing process
- Interagency Cooperation
- Shared database



Resources: VASH

HUD: VASH vouchers to DCHA

VA: Funding for case management for vouchers to DHS

DCHA: Inspects housing for VASH vouchers

DHS: Case management

Re-engineered Leasing Process



Standard process has client return 4-5 times:

- ✓ Applicant interview – sent document list
- ✓ Applicant returns with missing documents (if needed)
- Eligibility Determined
- ✓ Applicant briefed on leasing process and unit selection
- Applicant searches for home
- ✓ Applicant brings in landlord paperwork and inspection request
- DCHA inspects units
- ✓ Applicant & landlord come to DCHA for lease-up

Streamlined Leasing Process



Leasing streamlined with resources:

- Caseworkers work with applicant to collect all required documentation
- DHS identifies unit
- DCHA determines rent reasonableness
- DCHA inspects unit. If repairs needed, re-inspects
- Applicant selects unit from pool of rent reasonable inspected units or searches with assistance of caseworker
- ✓ Applicant comes in for briefing, gets voucher, signs lease, gets keys

Critical to achieving an effective streamlined process is the move to functions occurring concurrently.

Eligibility Process:



Key Elements in Streamlining Approach

BEFORE Stream-lined Approach

Required Form and Documentation Collection

- Applicants collected **ALL** required documentation in preparation of eligibility interview

Eligibility Interview

- Applicants attended an eligibility determination interview and completed additional forms
- Applicants had to return any items not brought in during the interview

Time-frame—60-90 days

AFTER Stream-lined Approach

Required Form and Documentation Collection

- **All** forms are provided to DCHA trained DHS/VA caseworkers who assist applicants in the collection and completion of required documents

Eligibility Interview

- **NO Eligibility Interview** is conducted by DCHA
 - Caseworkers submit completed eligibility packages to DCHA

Time-frame—up to 20 days

Inspections Process:



Key Elements in Streamlining Approach

BEFORE Stream-lined Approach

Briefing & Voucher Issuance

- Applicants had to attend and receive vouchers before beginning their unit search

Identifying Units

- Applicants searched for units on their own

Conducting Rent Reasonableness

- Applicants submitted Request for Tenancy in order to initiate rent reasonableness

Scheduling Inspections

- Initiated with submission of Request for Tenancy

Time-frame—90-180 days

AFTER Stream-lined Approach

Briefing & Voucher Issuance

- Occurs as part of the 1 day Lease-up process

Identifying Units

- Community Partnership for the Prevention of Homelessness identifies units available where landlords agree to lease to Vets—creating a pool of units from which to select

Conducting Rent Reasonableness

- Centralized system shared with DHS that flags units as ready to inspect

Scheduling Inspections

- Centralized system shared with DHS that flags units as ready to inspect

Time-frame—30 days

Lease-up Process:



Key Elements in Streamlining Approach

BEFORE Stream-lined Approach

Lease Signing

- Applicant meets with landlord to execute lease.

Keys to Unit

- Applicant meets with landlord to execute lease and to receive keys to unit.

Time-frame—2-3 days

AFTER Stream-lined Approach

Briefing and Voucher Issuance

- Occurs at DCHA on the same day as the Lease Signing and issuance of Keys to the unit.

Lease Signing

- Occurs at DCHA on the same day as the Briefing and Voucher issuance and issuance of unit Keys

Keys to Unit

- Occurs at DCHA on the same day as the Briefing and Voucher issuance and Lease Signing

Time-frame—1 day



Workflow Comparison

FY 2009:

- Average time from referral of applicant to DCHA to lease-up with a place to live:
6 months

Currently:

- Average time from referral of applicant to DCHA to lease-up with a place to live:
1 month



Other Housing First Best Practices

Housing Authority of the City of Baltimore, Maryland

Paul Graziano, Housing Commissioner

10-year Plan to End Homelessness

- Set-Aside 378 vouchers to lease based on the Housing First model

Jersey City Housing Authority, New Jersey

Maria Maio, Executive Director

JCHA/United Way of Hudson County

- Long-standing partnership providing housing and case management to families who do not ordinarily receive help. Looking to expand program by developing 21 special needs housing units with project-based vouchers.

King County Housing Authority, Washington

Stephen Norman, Executive Director

Housing Access and Services Program (HASP)

- Channels vouchers and services necessary to maintain housing to disabled households through a consortium of services providers and a contract with the YWCA for program administration oversight. There are 1,800 families currently under lease.

Working with Housing Authorities

- ▶ Emphasize *common* clients/goals.
- ▶ Ask questions about how *existing* resources can be used to achieve common goals.
- ▶ Understand that housing authorities provide housing resources, but also run a *business* that is *underfunded*.
- ▶ How can *other city agencies* play a role?