

HCV Utilization Webinar: Mobility Best Practices

November 16, 2023





Welcome!

- **Today's webinar is being recorded.** The recording and PowerPoint will be posted to the "Webinars and Trainings" section of www.hud.gov/hcv. In about a week.
- **We are always interested in your feedback.** Please enter any suggestions you have for how we can make these webinars or the program resources more useful to you in the chat.
- **Stay connected** by visiting www.hud.gov/hcv and subscribing to the HCV Connect Newsletter.



Agenda

- Quick Updates
 - 2024 Funding
 - eVMS
 - Emergency Housing Vouchers (EHVs)
- Housing mobility best practices and resources – Brendan Goodwin, HUD
- Cuyahoga Metropolitan Housing Agency experience with housing mobility policies, practices, and services – Dorivette Nolan, CMHA
- Q&A



Today's Presenters

Jeff Zimmermann

Program Analyst

OHVP Program Support Division


US Department of Housing & Urban Development



Jeffrey.E.Zimmermann@hud.gov

Dorivette Nolan

Director of Policy, Planning and Housing Mobility

Cuyahoga Metropolitan Housing Agency 

noland@cmha.net

Brendan Goodwin

Senior Housing Program Specialist

OHVP Management And Operations Division

US Department of Housing & Urban Development



Brendan.C.Goodwin@hud.gov

Eric Swenson

Program Analyst

OHVP Program Support Division

US Department of Housing & Urban Development



Eric.J.Swenson@hud.gov



Quick Updates

Worried about 2024 Funding?!?!

- There are resources available to help you make HCV program administration decisions during times of funding uncertainty. **PHAs are encouraged to use the Two-Year Tool** on the [HCV Utilization Tools](#) section at www.hud.gov/hcv. The Two-Year Tool has the latest PHA-level 2024 estimated inflation factors, prorations, and offset amounts to help PHAs plan for the next year.
- A PHA's HCV program spending today, directly impacts how much HCV renewal funding they will receive next year, so it is important you make an informed program decisions (don't stop issuing vouchers just because 2024 funding is uncertain).
- If you need help making program decisions, or navigating the Two-Year Tool please contact your local PIH Field Office and tune in to the HCV Utilization Webinar next month.

The next HCV Utilization Webinar, Thursday, Dec 21st will focus on planning for 2024 funding. You can register in the Webinars & Training section of www.hud.gov/hcv.



Quick Updates (Cont.)

eVMS is On-Boarding 97 PHAs as part of Wave 1

- These PHAs will begin receiving HAP disbursements through eVMS beginning January 2024
- ~1000 PHAs will be selected for Wave 2 in the Spring or Summer of 2024
- The goal is to have all PHAs utilizing eVMS in CY2024
- PHAs will need to submit timely and accurate 50058s to PIC and/or HIP
 - [PIC Error Dashboards and Training Resources](#)
- For questions, comments, suggestions, please contact us via AskEVMS@hud.gov
- For updated information and resources, please visit the [eVMS Website](#)



Quick Updates (Cont.)

- **Prohibition on Emergency Housing Voucher (EHV) voucher reissuance started October 1, 2023**
 - For more details, please review [PIH Notice 2023-14](#)
- **HUD is conducting a EHV revocation/reallocation in CY2024.**
 - [PIH Notice 2023-31](#) provides guidance on the revocation and reallocation of EHV's beginning February 2024
 - To see how this will impact your PHA, check out [the EHV Data Dashboard](#) and the updated [EHV Exception Report](#).
- **For additional resources, visit the [EHV website](#).**

Housing Mobility Best Practices

Brendan Goodwin
Senior Housing Program Specialist
OHVP Management and Operations Division

WHAT DO WE MEAN BY HOUSING MOBILITY

- Assisting housing choice voucher (HCV) families, especially those with children, expand access to a wider variety of neighborhoods
 - Families with HCVs are over-represented in high-poverty neighborhoods, and under-represented in low-poverty neighborhoods
 - Recent research shows growing up in neighborhoods with lower levels of poverty improves children's academic achievement and long-term chances of success and reduces intergenerational poverty
-

WAYS TO INCREASE HOUSING MOBILITY

- HCV administrative policies
 - Implementing housing mobility activities
 - Comprehensive housing mobility programs
-

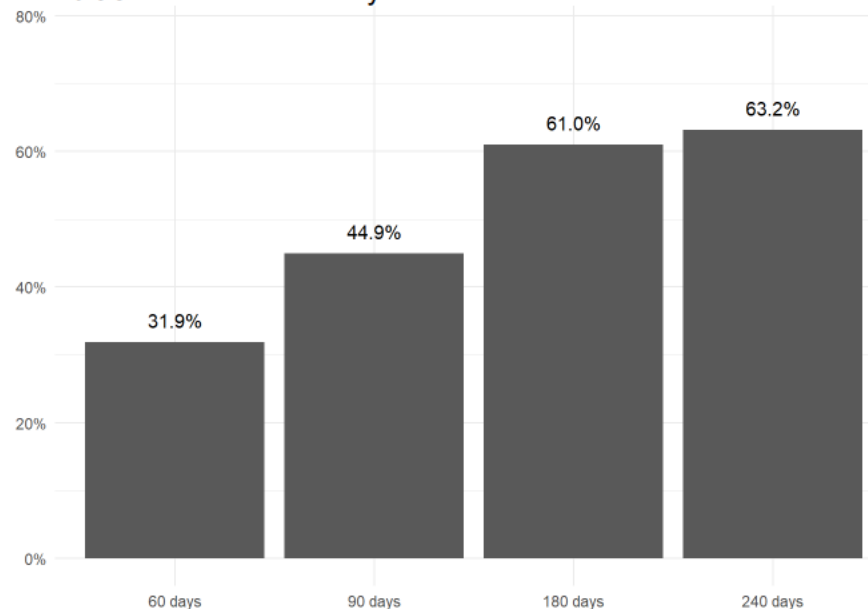
HCV ADMINISTRATIVE POLICIES

- Ensuring payment standards are adequate, especially in low-poverty neighborhoods
 - Small Area Fair Market Rents (SAFMR)
 - Full adoption
 - Exception payment standards
 - PIH Notice 2023-29, “Certain Regulatory Waivers for the Housing Choice Voucher (including Mainstream) Program and Streamlined Review Process.”
 - Simplified process to go up to 120% of the FMR/SAFMR and to apply the payment standard increase earlier
 - Regulatory flexibilities for exception payment standards
 - 24 CFR 982.503
-

HOUSING SEARCH TIME

- Success rate increases with longer search time
- Searching in a wider variety of neighborhoods likely takes longer
- PHAs can establish their own voucher search time
 - 60 days is the regulatory *minimum*
 - 24 CFR 982.303(a) Initial term. The initial term of a voucher must be at least 60 calendar days. The initial term must be stated on the voucher.

Exhibit 9: Success Rates by Search Window



<https://www.huduser.gov/portal/publications/Using-HUD-Administrative-Data-to-Estimate-Success-Rates.html>

PORTABILITY

- Housing markets are regional
 - Typically, many PHAs serve one housing market
 - Voucher briefing requires PHAs
 - Explain portability
 - How portability might impact their subsidy standards, payment standards and other elements that might impact their assistance
 - Benefits of low-poverty areas
 - Briefing packet requires PHAs provide:
 - A list of landlords known to the PHA who may be willing to lease a unit to the family or other resources (*e.g.*, newspapers, organizations, online search tools) known to the PHA that may assist the family in locating a unit.
 - PHAs must ensure that the list of landlords or other resources covers areas outside of poverty or minority concentration.
-

PORTABILITY PARTNERSHIPS AND COORDINATION

- PHAs work together to streamline portability process
 - Clearly identify PHA points of contact for portability
 - Develop briefing materials that show specific PHA policies for all PHAs in the area
 - Work to expedite paperwork and billing processing
 - Clear information on webpage for families to understand portability process
-

PHA INTERACTIONS WITH LANDLORDS

- Clear information on PHA webpage or web-based portals
 - Easy to understand “landlord packet”
 - Timely request for tenancy approval processing
 - Electronic acceptance
 - Timely inspection scheduling and completion
 - Timely payment of HAP
 - Landlord engagement events
 - Ensure landlord listings include units in low-poverty neighborhoods
 - HCV Landlord Strategies Guidebook
-

COMPREHENSIVE HOUSING MOBILITY PROGRAMS

- Pre-move services
 - Housing search assistance
 - Family financial assistance
 - Landlord outreach, recruitment, and incentives
 - Lease-up assistance
 - Post-move supports
 - PHA administrative policies
-

USE OF ADMINISTRATIVE FEES

- PIH Notice 2022-18, “Use of Housing Choice Voucher (HCV) and Mainstream Voucher Administrative Fees for Other Expenses to Assist Families to Lease Units.”
 - Administrative Activities
 - Also include housing search assistance activities such as pre-move counseling, helping a family identify and visit potentially available units during their housing search, helping a family find a unit that meets the household’s disability-related needs, providing transportation and directions, and assisting with the completion of rental applications. These activities also include post-lease up activities often related to housing search assistance efforts, such as post-move counseling and landlord/tenant mediation. These activities cover HCV owner recruitment and outreach activities, including the costs associated with materials or webpages specifically geared to owners, as well as landlord liaison staff and associated expenses.
-

USE OF ADMINISTRATIVE FEES (CONT.)

- Owner incentive and/or retention payments
 - Security deposit assistance
 - Utility deposit assistance/utility arrears
 - Application fees/non-refundable administrative or processing fees /refundable application deposit assistance/broker fees
 - Holding fees
 - Renter's insurance, if required by the lease
-

EMERGENCY HOUSING VOUCHERS

- PIH Notice 2023-23, “Emergency Housing Voucher (EHV): Expanded Use of the EHV Services Fee”
 - Housing Search Assistance – The PHA is required to ensure housing search assistance is made available to EHV families during their initial housing search.
 - Housing search assistance is a broad term which may include many activities such as, but not limited to, helping a family identify and visit potentially available units during their housing search, *providing housing mobility services to encourage moves to high opportunity neighborhoods*, helping to find a unit that meets the household’s disability-related needs, providing transportation and directions, assisting with the completion of rental applications and PHA forms, and helping to expedite the EHV leasing process for the family.
-

FAMILY UNIFICATION PROGRAM

- FY 2022 Family Unification Program NOFO
 - Housing search assistance in low-poverty census tracts
 - At least one of the following three activities must occur: neighborhood tours, unit viewings, or landlord introductions.
-

HUD RESOURCES

- Housing Mobility Toolkit
 - <https://www.hudexchange.info/programs/public-housing/housing-mobility-toolkit/>
 - Webinar series
 - https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/program_trainings_and_resources/previous
 - Landlord Strategies Guidebook
 - <https://www.hudexchange.info/resource/6314/hcv-landlord-strategies-guidebook-for-phas/>
 - EHV Landlord Engagement webinar series
 - <https://www.hudexchange.info/news/ehv-landlord-engagement-webinar-series/>
-

ADDITIONAL HUD RESOURCES

- Housing Mobility-related Services NOFO
 - Published June 2023, closed in September 2023
 - Announcements of selected grantees soon!
 - Housing Mobility-related Services Planning Special Fees – **Notice Coming Soon!**
 - PIH Notice 2023-07, Revision 1, “Implementation of the Federal Fiscal Year (FFY) 2023 Funding Provisions for the Housing Choice Voucher Program”
-



COMMUNITY CHOICE DEMONSTRATION

[https://www.hud.gov/program_offices/public_indian_housing/
programs/hcv/communitychoicedemo](https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/communitychoicedemo)

OVERVIEW

- Funds for the CCD appropriated in 2019 and 2020
 - \$40 million for housing mobility-related services, \$10 million for new vouchers for families with children
- 8 PHA sites currently delivering housing mobility-related services
 - Will enroll ~15,000 families, 95% will be existing voucher holders
- HUD sponsoring rigorous evaluation
 - Abt Associates evaluator
- Goals
 - Help voucher families with children access communities of opportunity
 - Learn more about cost-effective ways to help families with children access and stay in areas of opportunity

Community Choice Demonstration Sites



DEMONSTRATION DESIGN

- Two major interventions
 - Comprehensive mobility-related services (CMRS)
 - Address the principal obstacles that HCV families experience accessing opportunity areas
 - ~6,000 families will receive CMRS
 - Selected mobility-related services (SMRS)
 - Smaller bundles of services selected from the CMRS to determine if they can effectively assist families in accessing opportunity areas at a lower cost
 - ~3,400 families will receive SMRS
- Two phases
 - Phase 1 (2022-2024): Enroll and randomly assign families to CMRS and control groups
 - Phase 2 (2024-2028): Enroll and randomly assign families to CMRS, SMRS and control groups

COMPREHENSIVE HOUSING MOBILITY SERVICES

Individualized services based on family needs

- All services offered to all families, but families are not required to participate in any specific service
- Estimated time from enrollment through lease up is approximately 4 to 6 months
- Currently 4 direct services staff at each site
- Family financial assistance

Pre-move services

- Individual coaching and planning
- Optional workshops, referrals
- Housing search assistance
- Ongoing check-ins

Property owner engagement

- Daily proactive owner outreach
- Direct unit referrals
- Landlord incentives

Post-move services

- Check-ins
- Open door policy
- Subsequent move services

EARLY LESSONS LEARNED

- Strong interest in enrollment at all CCD sites
 - Over 1,800 families already enrolled
- All sites have successfully leased up families in opportunity areas
- Enthusiastic PHA and service provider engagement, adherence to CMRS requirements
- High levels of cooperation between sites, HUD, evaluator, TA provider in midst of complex demonstration
- Payment standards seem adequate in almost all areas
- Leveraged materials developed for CCD for broader PHA use

CCD Progress Report

Cuyahoga Metropolitan Housing Authority

Dorivette Nolan
Director of Policy, Planning and Housing Mobility
Cuyahoga (Cleveland) CCD Site

CMHA FAST FACTS

1933 CMHA established as the First Housing Authority in the U.S.

7th Largest Housing Authority

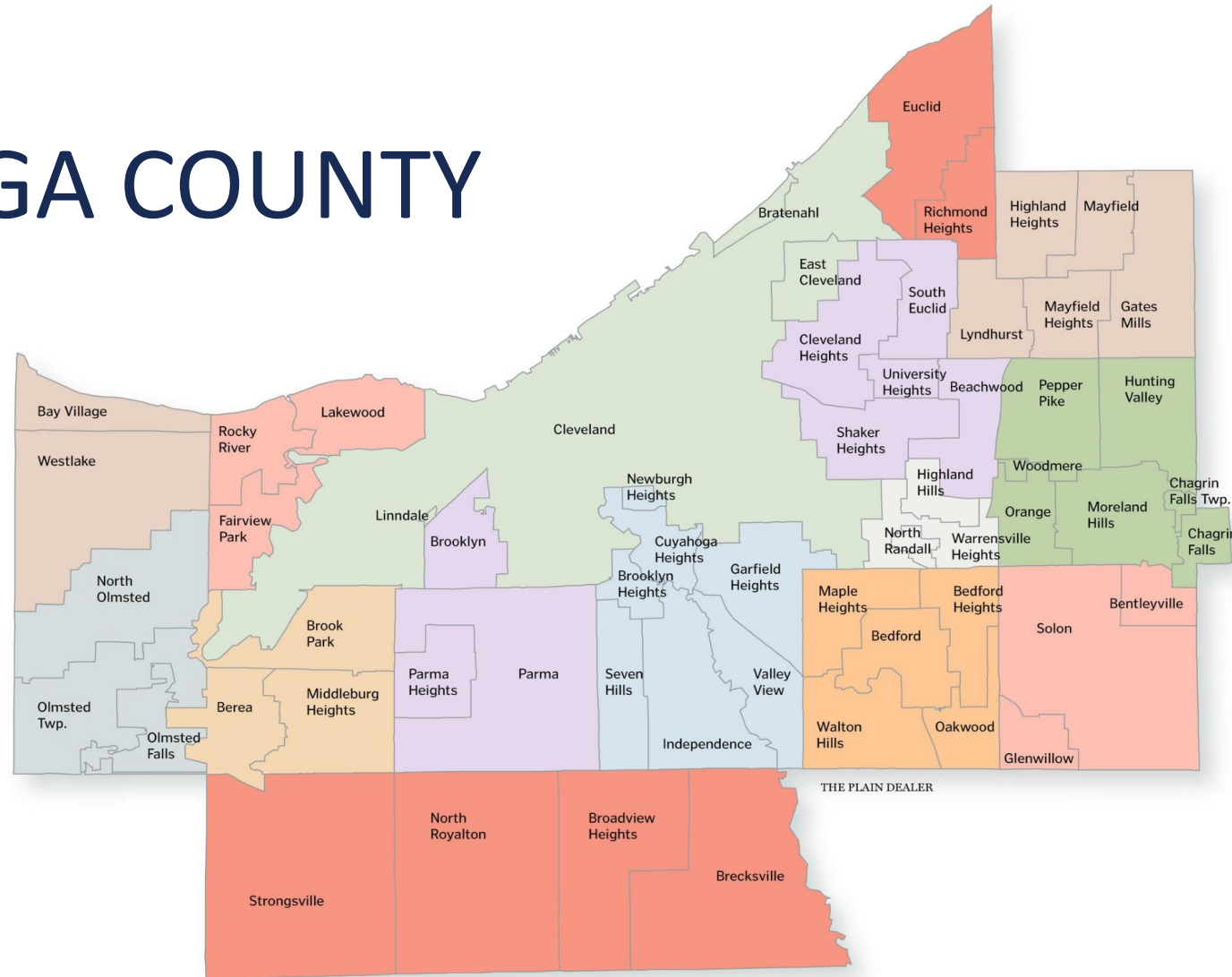
10,500 CMHA Owned and or managed Units in over 60 Developments

15,687 Housing Choice Vouchers

50,605 People Served Overall



CUYAHOGA COUNTY

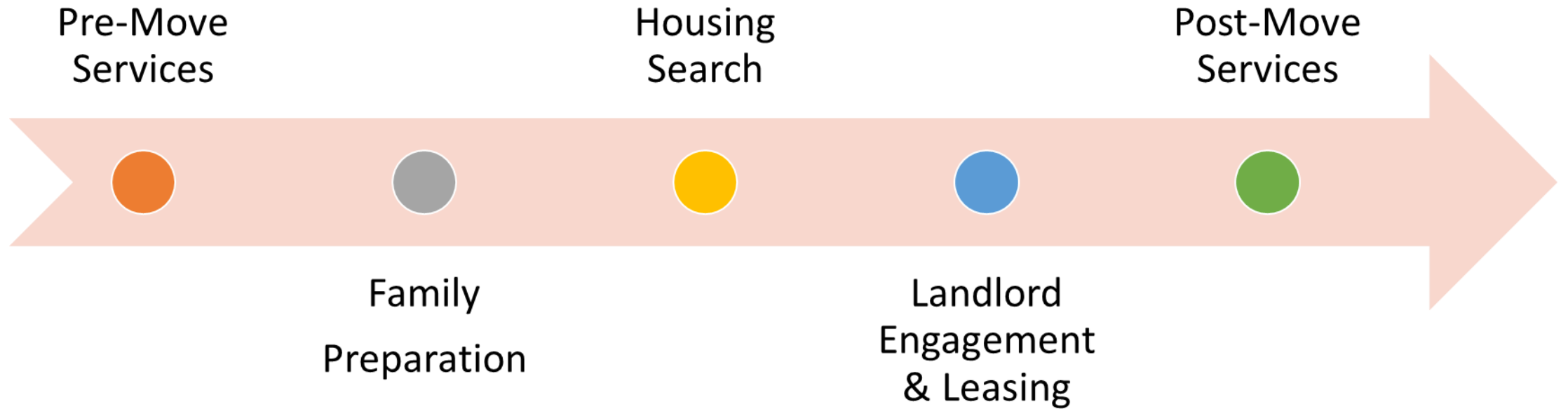


COMMUNITY CHOICE DEMONSTRATION

STUDY ENROLLMENTS

- 297 total enrollments
 - 3 WL Family Enrollment
 - 3 Voucher Issued
- Outreached over 2200+ families
 - USPS mail • Email • Phone calls
- Over 320 people have attended Demo Briefings
 - Virtual • In Person
 - 48% attendance rate
- Staff commitment

COMPREHENSIVE MOBILITY RELATED SERVICES



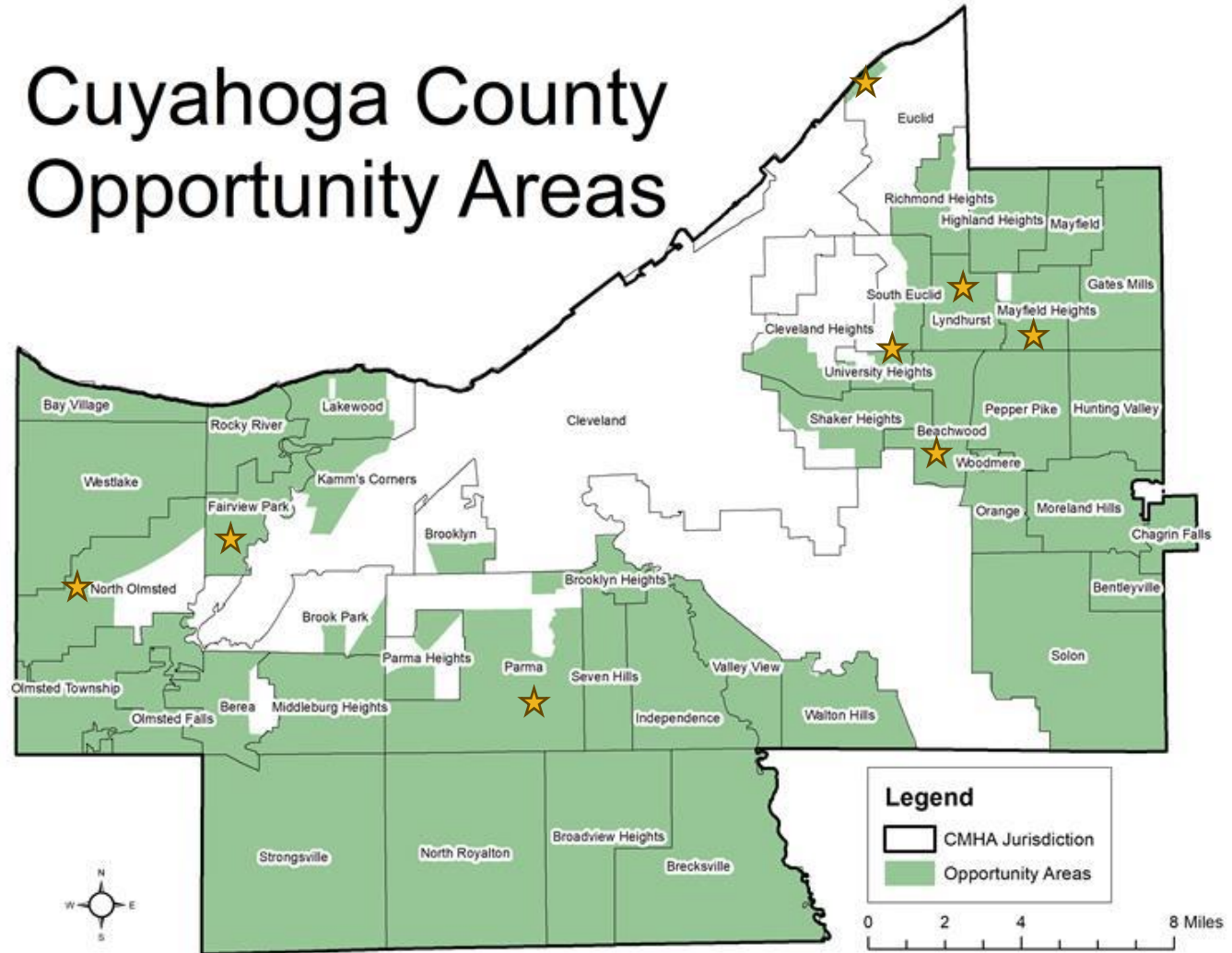
OWNER ENGAGEMENT

- Outreach
- Engagement
- HQS
- CCD vs standard HCV

CCD MOVES ★

- Beachwood
- Euclid
- Fairview Park
- Lyndhurst
- Mayfield Heights
- North Olmsted
- Parma
- University Heights

Cuyahoga County Opportunity Areas



QUESTIONS/DISCUSSION





Reminders

- HUD has been working to improve the HCV utilization resources available to PHAs, in case you missed it here are a few new items:
 - HCV Connect – A email newsletter focused on the HCV program with reminders of program guidance, notification of webinars, events, and research.
 - HCV Utilization Webinars – These webinars will provide HCV program updates and share best practices. They are scheduled for **every third Thursday at 2:00 Eastern.**
 - HCV Overview Video Series with short videos covering common topics in HCV program administration.
- Plus, we have ongoing support for the HCV Utilization Tools and the HCV Data Dashboard.

All of this is available at:

www.hud.gov/hcv



Next Month's HCV Utilization Webinar: Preparing for 2024 funding

DEC

HCV Utilization Webinar - *No Appropriations? No Problem! Ok, well, some problems... let's talk.*

21

December 21, 2023 | 2:00 - 3:00 PM EASTERN TIME

How to effectively operate your program during periods of unknown funding.

[Register Now](#)

To register for this webinar, or to see additional upcoming topics, please visit the [Webinars and Trainings](#) section of www.hud.gov/hcv.