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Improving Access to Housing:

A Guide for HIV Service Providers and Advocates

DHS

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If you would like additional copies of this manual, or if you need this material in an alternate format, please call 503-731-4029.

Acknowledgements

Foreward

Dear HIV Service Providers and Advocates:

I am pleased to provide you with a copy of "Improving Access to Housing: A Guide for HIV Service Providers and Advocates."

This manual is intended to provide you with a guide to increase collaborative planning between service providers and housing providers at the local level and to improve access to housing opportunities for people living with HIV/AIDS.

Building partnerships has become an essential tool for all providers serving special needs populations. This project was built on the belief that all service agencies and housing providers can improve their individual services by working and planning as a community and not as a single entity. In this time of scarce resources, housing affordability and accessibility are issues that effect many people. Collaborative planning can help to reduce service duplication, improve access and increase capacity.

The Department of Human Services, HIV Client Services Program would like to thank all of the participants in Lane, Coos and Deschutes counties who gave their time and knowledge to this process and to those who continue to build partnerships and improve services for all special needs populations.

Sincerely,

Victor J. Fox

HIV Client Services Manager

Do you have information to share with HIV service providers and advocates in other communities?

There is much to learn about community collaboration. Please share your experiences with others. Contact HIV Client Services, HIV Housing Specialist, 800 NE Oregon St. #1105 Portland, OR 97232, 503-731-4029 to let us know what worked and did not work for you. This guide may be updated periodically based on information you provide.

Table of Contents

I. Introduction

Welcome. This guide was created to provide you with information about how you can begin the process to increase your local community's capacity to meet housing needs for special populations. In particular, this guide focuses on ways to increase housing opportunities for people living with HIV/AIDS (PLWH/A). Increasing communication and collaboration with housing providers has become more and more important as communities strive to meet the housing needs of people living with HIV/AIDS. It is essential that HIV service providers and advocates understand local housing resources and work more closely with local housing providers in developing local housing priorities and creating local housing plans. There are many ways to work with others to increase housing opportunities for people living with HIV/AIDS. They range from reaching out to individual housing providers in the community to implementing a community-driven process for change. This guide provides you with information on the range of possibilities which includes how to build relationships, start or join a community planning process, assess your community resources and needs and influence change.

Background

The Oregon HIV Care Coalition, a statewide planning group for HIV, identified lack of housing as one of the top gaps/needs in services for people living with HIV in the State of Oregon. As a result, the Department of Human Services, HIV Client Services program developed a housing initiative which included three major activities: 1) development of a statewide HIV Housing Task Force; 2) development of an application to HUD for Housing Opportunities for People with AIDS (HOPWA); and 3) sponsoring three pilot sites to develop a model/guidance for community collaboration in HIV housing.

To develop this guide the HIV Client Services program contracted with the University of Oregon's Community Planning Workshop to develop strategies for assisting persons living with HIV/AIDS to access appropriate, affordable housing. Three Oregon communities served as pilot sites for development of those strategies. Strategies that were used in pilot communities included establishing local housing and service provider planning groups, assessing local coordination needs, creating a process for addressing those needs and producing a community process guide for others to use.

The overall project goals are:

To increase access to affordable housing for people living HIV;

Build relationships between housing and HIV service providers; and

To increase inclusion and influence of HIV service providers in local housing and health and human services planning efforts.

The HIV Client Services program, provided funding for this project. Additional funds from Oregon Housing and Community Services and Mainstream Housing, Inc. supported certain community activities associated with this project.

Audience

This guide is designed specifically for HIV service providers and advocates. Other people, including public agency staff, elected officials, members of community organizations, landlords and private citizens, may also want to improve housing opportunities and stability for specific populations and special needs populations in general. This guide provides ideas for all interested audiences.

Need for the Guide

Accessing and maintaining affordable, appropriate housing is a issue for people living with HIV/AIDS. Barriers to housing may stem from personal issues such as drug and alcohol addiction, history of criminal behavior, physical health status and/ or mental health. Other barriers, such as discrimination and poverty, may occur at the community or societal level. Still, other barriers occur within the housing and service delivery systems. Those barriers include:

- Differences between the housing and service systems;

- Lack of knowledge about housing resources;

- Lack of relationships between housing and service providers;

- Lack of participation in the creation of community housing priorities and local housing planning efforts; and

- Lack of interface with the community power structure.

This guide will provide you with information on how to address these barriers.

How to Use the Guide

This guide provides a basic framework for building relationships and influencing change. **It is not a set of rules.** Though it provides information on developing a process for change, each community must find its own method for building a successful community collaboration process. Much depends on your community and its unique set of established relationships, resources, needs and issues. Therefore this guide does not attempt to cover every situation or community dynamic that may occur as you strive to increase communication, relationships, cooperation and/or collaboration with housing providers and policy makers. You have the freedom to be creative and, use your best judgment.

What this guide does provide is a starting point for exploring ways to increase housing opportunities for people living with HIV/AIDS in your community. It provides basic information on working with housing providers and policy makers. You may have limited time and resources to put toward community collaboration. So in addition to information on initiating a community planning process, this guide provides ways of working with the already existing housing system network. Although it is a good idea to read the whole guide before beginning the process, you may not want to use all of the ideas presented in the guide. Feel free to skip around, write on the pages and copy portions for other community members.

One community housing and service provider forum identified the following issues that are necessary for both housing and service providers to address together:

· *Low-income people with special needs miss out on opportunities to rent available affordable units.*

· *When developers build accessible units, no one with a physical disability applies for the unit when it is available.*

· *When management issues arise, the project manager does not know how to contact the support person (s) in the renter's life.*

· *Service providers and advocates do not know who to contact, in order to apply for an affordable unit.*

· *When it is time to "lease-up" a new affordable rental project, the service providers and advocates are not informed of the opportunity to do this.*

· *Service providers/advocates are not familiar with funding guidelines and income qualifying guidelines*

Guide Organization

The remainder of this guide is divided into six chapters and six appendices. The following chapters provide information on building relationships, collaborating with others, assessing resources and needs in your own community, influencing change, evaluating your work and includes an overall summary of the guide.

II. Building Relationships: provides basic information on how to begin building relationships, guidelines to help you establish trust and reciprocity in the community and some suggested first steps in initiating a community collaborative process.

III. Assess Resources In Your Own Community: describes possible resources in your community and methods to inventory those resources.

IV. Assess Housing Needs In Your Own Community: describes methods to assess housing needs.

V. Influencing Change In Your Own Community: provides five methods for influencing change in your community.

VI. Evaluation: provides you with information on evaluating a community initiative.

VII. Summary: Lessons Learned From Pilots: summarizes the guide and provides some recommendations to help guide your future pursuits in working with others in your own community.

The appendices provide additional supporting materials, many used in the pilot project communities. They include a list of references and resources, glossary of terms, sample database, press release and conference invitation and agenda.

References and Resources: List of sources used in the creation of this guide,

plus additional resources.

Glossary of terms: List of terms used in the guide and other useful housing definitions that will help you understand housing resources and communicate with housing providers.

Sample Community Surveys: Two sample surveys are provided in order to collect community information about housing and service resources.

Sample Community Database: A format for a housing and service provider database is provided.

Sample Press Release: A sample press release is provided.

Sample Conference Invitation and Agenda: Formats for a housing and service provider conference and workshop are provided.

II. Building Relationships

One method to increase housing opportunities for people living with HIV/AIDS is to build relationships with established community housing providers and other health and human service providers. Through those relationships you can:

- Learn about housing and service resources;

- Learn who to contact in order to apply for an affordable unit;

- Learn how to access housing resources;

- Become informed of appropriate units as they become available;

- Provide support to people living with HIV by knowing and responding to their landlord;

- Influence local development of housing units;

- Influence local housing priorities so they include housing for people living with HIV/AIDS; and

- Increase inclusion of the HIV service community in local housing services continuum planning.

This chapter will: 1) cover some methods to establish first contact with housing providers and other concerned community members; and 2) provide some basic guidelines to building trust in the community.

First Contact

In order to develop a relationship, you may need to begin a dialogue with housing providers. Listed below are several methods for starting that dialogue:

Join your local homeless council or planning forum: One of the easiest and least expensive ways to begin networking with housing providers and other community members concerned with housing issues is to join an already established group. Many communities have local forums for housing providers, service providers and advocates to discuss issues. In some communities a homeless council will provide guidance to policy makers and planners on housing issues. Non-profit housing organizations are required to have a Board of Directors, which provide organizational and fiduciary oversight. Joining a housing organization's Board of

Directors may be another way to become involved in the housing providers' community.

Organize a community meeting or workshop: Some communities may not have a forum for you to join. Or there may be other barriers or reasons which result in considering another method for meeting local providers. If this is the case, you may wish to organize a community meeting or workshop. As you plan a meeting you will want to carefully consider several key factors:

- **Who will I invite?** There may be a variety of people and organizations that would be useful to invite to a housing meeting. It may be important to pool resources and knowledge in order to produce change. So take the time to learn about all possible community resources. (See Chapter III. for information on assessing local resources).

- **What are the goals of the meeting?** In order to motivate people to come to a meeting it is important to develop an agenda that will be useful to the people who you would like to attend. It may be helpful to discuss your agenda ideas with other key housing or service providers in the community to make sure that it meets their goals as well as yours.

- **Where will the meeting be held?** Do you have the capacity to host a meeting? If you are a service provider this may be a great opportunity to introduce your agency to others in the community. If you do not have the meeting space or would like the first meeting to be held in more neutral territory consider:

  1) Using free or inexpensive meeting space offered in the community.

  2) Working with one or more other organizations to organize the meeting. Others may have access to appropriate meeting space.

Meet with individual housing providers: Another option to begin networking with housing providers is to meet individually with key housing providers in the community. Let them know that you are interested in developing a relationship with them and schedule a meeting with the executive director and/or the person who provides community outreach. At an introductory meeting you will have an opportunity to learn about the housing provider and housing information which could include:

- Eligibility requirements;

- Rent;

- Services;

- Present and future developments;

- Agreements with other service providers in the community;

- Availability to work with you; and

- Other community resources they may know about.

You can share with the housing provider: 1) the housing needs and barriers of people living with HIV/AIDS; 2) support services you or local agencies provide to people living with HIV/AIDS; and 3) the average rent people living with HIV can afford to pay. (See Chapter V., Influencing Change, for more suggestions on how to approach housing providers about meeting your needs).

Building Trust

In order for community organizations to feel comfortable working with you it is important to build trust and reciprocity. This takes time, work and commitment. Guidelines for building trust include:

Participate in community groups. You should consider participating in committees, boards, and/or groups that address key barriers for your clients. Not only does joining local groups give you a chance to build relationships and educate others, it gives others a chance to see that the HIV community is interested in broader community issues.

Join key planning groups. Consider joining a homeless council or other groups that discuss special housing issues, if they are available in your community. These planning groups usually create housing action plans or provide housing advice to governing bodies.

Volunteer for key positions, committees or activities. Becoming involved in the integral functioning of a group provides many benefits including increasing your influence on group activities and priorities. Additionally, this involvement shows others that you are willing to "roll up your shirt sleeves" and do the hard work. If others see that you are willing to contribute they will be more likely to reciprocate when you discuss your needs. If the group needs to do outreach activities, be a part of the effort. This is a great way to get to know others in the community.

Find some way to contribute to meetings. If you do not have the time to volunteer

for key positions or committees find other ways to contribute to community meetings: speak, facilitate, host meetings, and/or provide refreshments.

Consistently attend meetings. Part of building trust is consistent behavior and repeated contact. Being consistent will go a long way in establishing trust. Send the same person to represent your organization/agency to all community meetings. This will allow your representative and others an opportunity to build positive relationships.

Come to community meetings and events prepared: Prepare yourself mentally for meetings. Read provided materials prior to meetings. Think about your goals for attending the meeting. Think about how to accomplish those goals. If you are an agency, think about your agencies perspective. If you are an advocate, think about your community's perspective and needs. Research or review information that you would like to share with others and be prepared to speak. If you consistently provide clear and correct information, others will come to see you as a valuable source for information. Always share your perspective on issues. It is important to share your (or your agency's) concerns, even if it differs from others' opinions. Do not avoid conflict as it can often bring important issues that need to be addressed to the surface.

Always, with genuine interest, listen to others' perspectives and concerns: If you listen to others, they will be more inclined to listen to you. Often it is possible to meet many groups' interests through joint action and pooling of resources. The first step is learning about others' interests. For example, you may learn that particular landlords are willing to rent to clients for whom they have a relationship with their service provider.

Always follow-through on commitments: Do not make commitments that you cannot keep. Even if an agreement does not seem to be important at the time, others in the community will surely hear about broken promises and lack of follow-through. Breaking a commitment is a "sure-fire" way to damage carefully forged relationships in the community.

Communicate between meetings: It is important to establish lines of communication. Personally getting to know key providers at meetings and contacting them between meetings can foster informal communication and trust. Establishing informal communication links can prove useful when trying to locate housing for someone with HIV/AIDS. Suggestions for between meeting contact

include calling or e-mailing providers: 1) to ask them how they thought the meeting went; 2) to clarify information presented at the meeting; or 3) offering assistance with an issue or activity that was discussed during a meeting.

Collaborating with Others

Once you have begun to develop relationships with housing and service providers in your community you may choose to convene, facilitate or participate in a collaborative process to address housing needs for people living with HIV/AIDS. You may wish to work directly with housing providers or you may decide to work with a variety of groups that have similar housing needs. There are many aspects to consider when initiating or participating in a community collaborative process. Information on collaborative community processes is available in many publications and through the Internet. You should consider researching it in some depth before embarking on a process (See Appendix One for some recommended resources on collaboration).

The following is a list of suggestions to get you started:

- **Goal identification**. Before beginning, create a clear set of goals that you would like to have met through collaborating with housing and service providers. Later, as the group identifies or clarifies group goals it will be important for you to clearly communicate your goals so they are reflected in the group goals.

- **Identification of a lead agency.** Do you or your agency have the capacity to lead a process? Are there others in the community who have the capacity and the interest to lead the process? You may identify possible lead agencies or the lead agency may be identified by a group of stakeholders. Below are some key characteristics to consider when deciding to lead a process or choosing a lead agency:

  ⇒ Interest in the project;

  ⇒ Previous involvement in collaborative planning efforts;

  ⇒ Well-established relationships with most housing and service providers in the area;

  ⇒ Capacity to facilitate meetings and communicate clearly;

  ⇒ Ability to carry-out activities;

  ⇒ Capacity to secure project funding, including necessary cash flow to be a grant recipient.

⇒ Good reputation in the community;

⇒ History of successful grant writing;

⇒ Seen as objective and neutral by the community; and

⇒ Trained in helping groups reach agreements and conflict resolution.

It may not be possible to find a lead agency that meets all of the above criteria, but the more of these characteristics it possesses the more likely it is that you will create a successful initiative. Once identified, schedule a meeting with one or more prospective agencies and present them with a well thought-out idea for collaboration. It may help to start with some flexible yet concrete ideas for which the community can build on.

Presenting Concrete Ideas

In order to increase affordable housing opportunities for special needs populations and improve collaboration among housing and special needs populations, pilot communities were presented with two concrete ideas: 1) Creating a housing and service provider clearinghouse; and 2) developing a housing information web site with the capability of linking service providers and community members with available units. Lead agencies were asked to organize and facilitate meetings, help to develop a list of stakeholders, provide a structure for housing and service

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Introductory meetings with stakeholders

The lead agency may help to identify initial stakeholders (See Chapter III. for a list of key stakeholders). It will take one or more meetings to establish a working group. The following is a list of actions that should occur during those meetings:

- Discuss stakeholders needs and interests;

- Established a common definition of the problem;

- Establish group goals;

- Jointly develop a list of stakeholders;

- Begin to identify resources;

- Begin to explore action items;

- Make a commitment to meet or collaborate;

- Agree upon organization and operating procedures; and

- Discuss ground rules.

The remaining chapters in this guide will provide you with the next logical steps in developing a community collaborative process. If you are interested in working as a group to develop a housing plan, you should consider the aspects described in the next chapters with all of the stakeholders for which you are working.

III. Assess Resources in Your Own Community

In order to increase housing opportunities and conditions for people living with HIV/AIDS it is important to know about all of the housing and service resources available in your community. You can learn about them yourself or you can work together with other housing and service providers. This chapter will describe some possible resources and methods to inventory your own community resources. This chapter should help provide you with information that will help you answer the following questions:

What resources exist that I am not accessing?

How do I access existing resources?

Possible housing resources in your community

In order to provide you with a starting point for understanding your local resources, this section will describe; 1) the resources; 2) how, if at all, it ties into state and HUD funded systems; and 3) the value of working with the resource.

Community Action Agencies (CAAs): Most Oregon counties are served by a Community Action Agency. They are local nonprofit corporations that provide a variety of programs for low-income residents, families and farm workers. Examples of programs include preschool education, childcare related services, housing, energy assistance, emergency food, and job training. CAAs use state funds to respond to community needs. Different agencies receive different kinds of funds. Some funds allow a choice of activities. In order to assess community needs CAAs need the community's help. Community Action Agencies often network with a broad range of housing and service providers, sponsor local planning groups and processes such as your local homeless council, continuum of care process and other housing needs assessments. CAAs serve between one to four Oregon counties. CAAs in two of the pilot communities were instrumental in creating housing and service provider forums. Your CAA can be a powerful ally. To find out which Community Action Agency serves your community contact Community Action Directors of Oregon, (503) 316-3951, http://www.cado-oregon.org/members.htm .

Homeless Council: Many communities have a local homeless council, which meets to discuss community-housing issues. Homeless council members may include housing providers, service providers, local government representatives and local residents. Often Community Action Agencies spearhead the effort, and in some

cases homeless councils oversee housing and service planning processes.

Community Development Corporations (CDC's): Many Oregon communities have one or more CDCs. They are local nonprofit organizations that strive to improve their community through economic development, housing improvement, self-help programs, referrals, advocacy and other activities. Oregon CDCs often build or rehabilitate housing for people with low incomes. They tend to be approachable and responsive to community needs. For a listing of CDC's in your area contact the State Association on Oregon Community Development Organizations at (503) 223-4041, http://www.aocdo.org .

Other Non-profit Housing Developers: Non-profit housing developers apply for grants to develop affordable housing for certain populations. Some may develop affordable housing for a broad range of low-income populations. Others may specialize in developing housing for certain groups with special housing needs. Due to the fact that nonprofit developers frequently compete for limited funds, they are often looking for new and interesting projects that will appeal to funders and meet unique needs in the community. If you have an idea for a housing project, approach housing developers in your area. Larger communities have many non-profit housing developers while smaller communities may have very few. Contact your local CAA or CDC for information on non-profit housing developers in your community.

Housing and Service Provider Forums: Some communities or agencies have organized housing/service forums, apart from a homeless council. Some of the forums may focus on the housing needs of specific populations such as people with mental health issues, drug and alcohol problems or disabilities. You can learn about these forums by networking with area housing and service providers.

Networking with non-profit housing providers

In one of the pilot communities, a non-profit special needs housing provider spearheaded a collaborative effort between housing and service providers by creating a special needs housing and service provider forum. Then with forum input, that housing provider wrote and received a grant for the development of a housing and service provider website in its own community and the two other pilot project communities.

Housing Authority: Your community is served by a Housing Authority which is a local public corporation. In Oregon, each Housing Authority serves between one and four counties. Generally, Housing Authorities in larger metropolitan areas administer more programs and develop more units. Programs are very popular and have long waiting lists. It can take six months to three years to get to the top of many program waiting lists. Some Housing Authorities accept waiting list names periodically.

Eligible households usually earn less than 50% of the area's median income and have two or more persons. Single residents qualify if they are age 62 or older, disabled, pregnant or displaced by government action. If social security is the only source of income, then the person is probably eligible. Many Housing Authority programs are financed and regulated by Housing and Urban Development (HUD). HUD financed programs include:

> **Section 8 Program:** If deemed eligible, the Housing Authority pays a portion of the participants rent directly to the landlord. The renter pays no more than 30% of their income in rent and utilities. Program participants must find a house or apartment unit in which the Housing Authority approves and the landlord is willing to accept Section 8.

> **Public Housing:** Public Housing is developed, managed and owned by your local Housing Authority. Rent is less expensive than what is generally available in the community.

In addition to HUD financed programs, local Housing Authorities can respond to local housing priorities in other ways. For example, they can use other funding sources, besides HUD, to develop units for low-income people. They can also form community partnerships. An example of a useful partnership is when a Housing Authority agrees to set-aside units for the clients of a particular social service agency which in turn provides support services. For example, a 20-unit complex might have five units set-aside for use by an HIV Service provider. To locate your Housing Authority contact the Association of Oregon Housing Authorities, (503) 706-3517, http://www.oraoha.org/ .

Private landlords, Rental Agencies, Rental Owners Association: Private landlords, rental agencies and your local rental owners association can be important resources, especially in communities with few public housing programs and few private non-profit developers. Often times landlords respond best to service providers who seek face-to-face inquiries about housing for their clients. They are often willing to work with service providers to place clients. If a landlord knows whom to contact in case of a tenant emergency, they might waive certain requirements for renting (i.e. income and rental history requirements). In some communities certain landlords and rental agencies are particularly sympathetic to community affordable housing needs. Sympathetic landlords may already be networking with your local CAA, CDC and other local social service providers. So networking with others will help connect you to known sympathetic landlords. In order to find out about your local rental housing association you can contact Oregon Rental Housing Associations, (503) 223-7639 or (503) 364-5468, http://rhol.org/rental/Orassoc.HTM .

Residential Treatment Centers and Group Homes: Many communities have residential treatment centers for people recovering from drug and alcohol addiction or other types of group homes. These types of organizations can be good partners for several reasons: 1) People living with HIV/AIDS (PLWH/A) may benefit from access to these types of housing and services; 2) These groups may have access to different types of funding; 3) These groups have information about both housing and service funding options; and 4) They can serve as models for housing and service integration.

Shelters: Not only are shelters important resources for those needing temporary shelter, many shelters are concerned about helping their resident's find stable and permanent housing. They may have valuable information about other available resources in the community and may already be involved in helping the local community assess its housing needs.

Other Special Needs Populations: The ability to access and maintain affordable and decent housing is a major issue for many low-income individuals across the state. In addition to lacking the money to afford decent housing, many groups have multiple challenges, making it nearly impossible to find and keep housing without assistance. Populations with special housing and support needs include the chronically mentally ill, developmentally or physically disabled, seniors, battered women and children, teen parents, troubled youth, migrant workers, low-income families, veterans and people living with HIV/AIDS. Often these populations face the same barriers to accessing and maintaining housing that PLWH/A's face. Special needs populations can form influential coalitions to address those common barriers.

Other Health and Human Service Providers: The service providers of various groups often have an interest in improving access and conditions of housing for their clients. Some groups have a great deal of knowledge in community housing resources. Other providers may have already done a substantial amount of networking and can often troubleshoot individual situations, provide you with contact information and help to form a powerful coalition which may help you gain access to additional group resources.

United Way: United Way is a nationwide nonprofit which supports community organizations by providing funding and volunteers. Find your community United Way by going to the National Organization website and typing in your zip code, http://national.unitedway.org/myuw/ .

Other Non-Profit Organizations: There are a variety of non-profit organizations that may not provide housing or services directly, but have funding or other types of resources available to help you increase communication and collaboration about important issues, access housing and service resources and decrease poverty in your community.

In one of the pilot communities, stakeholders identified a regional non-profit organization with the mission to re-duce poverty as a possible lead agency. They invited that organization to facilitate the housing and service pro-vider conference that they were planning. During the conference, that regional non-profit agreed to lead an effort involving housing and service providers in a collaborative effort to increase housing opportunities for special needs

Information and referral agencies or hotlines: Information and referral agencies or hotline staff have an understanding of and interest in strengthening community resources.

Local Comprehensive Community Plan: Every city and county in the State of Oregon has a comprehensive community plan, which addresses a large variety of planning issues including housing. The plan is updated through amendments and periodic review. Local citizens, like you, helped to create the plan and local citizens are involved in its periodic review. Among other things, the plan must "provide for the housing needs of citizens of the state." For information on your community's comprehensive plan contact the planning department of city and county. For general information on state comprehensive plan guidelines visit the Oregon Department of Land-use and Conservation website, http://www.lcd.state.or.us/ .

City and County Planning Departments: Cities and Counties are required to involve citizens in updating their local comprehensive community plan, which include a housing needs assessment. Call your City and County Planning Departments to find out how you can become involved in local housing planning. In addition, some Cities offer grants and/or low-interest loans for emergency home repairs and/or rehabilitating of older housing. Contact your local City and County Planning Departments for more information. Visit Oregon On-line for links to your local and regional government, http://www.oregon.gov/prod/index.cfm?CurrPID=831 .

Community Development Block Grant (CDBG): If you live in a metropolitan area, your community receives an annual allocation of CDBG funds. If you live in a non-metropolitan area your community may be able to apply to the Oregon Economic Community Development Department for a Community Development Block Grant to fund rehabilitation and new construction of housing and other related activities.

CDBG projects are subject to many federal requirements and must be used for the principal benefit of low and moderate-income persons. Use of CDBG funds varies greatly between communities, and provides funding to the programs that are most needed in each community. Contact your local city and county planning department and visit the Oregon Economic and Community Development website to find out more, http://www.econ.state.or.us/cdbg.htm .

Housing Needs Assessment: Many communities conduct housing needs assessments, which describe local housing needs. They are often the result of a community survey and may include the housing issues of special needs populations. Contact your local CAA, Housing Authority and City and County Planning Departments and ask them if they have a copy of the most recent housing needs assessment for your community or region.

(homeless) Continuum of Care: The (homeless) Continuum of Care is a community housing plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent the return to homelessness. For more information contact your local community action agency.

Consolidated (housing) Plan: Depending on the size of your community, you may have a local Consolidated (housing) Plan. Other special needs groups in other communities have used the consolidated plan as an advocacy tool to direct CDBG and HOME money toward activities that benefit low-income special needs groups. While Consolidated (housing) Plans tend to emphasize low-income people's most severe housing needs, the plans are often not implemented with resources directed to the highest priority needs. In other words, community priorities and funded activities often do not address the needs identified in the plan. You can work to shape community priorities so that PLWH/A and those with the most severe housing needs are designated "high" priority. You can also help plan the activities and make sure HUD allocated dollars work to meet high priority needs. For more information on using the Consolidated (housing) Plan as an advocacy tool see the Nation's Voice on Mental Illness guide at http://www.c-c-d.org/conplan_guide.html. Contact your local City and County planning departments for information on your local Consolidated Plan.

Methods to inventory resources in your community

It is important to carefully consider the best ways to inventory resources. There are several methods for collecting information on your community's housing resources.

Call Other Organizations: By calling your local CDC, Community Action Agency and/or Housing Authority you can find out what type of housing is available to low income people in your community. The Director, Development Specialist or Housing Outreach Coordinator should be able to tell you what types of housing and housing related resources they and others in the community offer. The following is a list of suggested questions to ask local housing providers[1]:

- *What are your organization's housing programs?*

- *Does your agency provide units to people living with HIV/AIDS?*

- *Has your agency considered setting aside units for people living with HIV/ AIDS? If not, would it in the future?*

- *What are other local housing agencies providing in the way of assistance for people with very low incomes?*

- *Would you be interested in meeting with me, other HIV service providers and advocates so that we might brainstorm about ways of meeting the housing needs of people living with HIV/AIDS?*

Join your Local Homeless Council: By becoming a member of your local homeless council or other such community groups you will be able to meet participating organizations and may be able to obtain a list of members.

Other Resource Directories: Often, health and human service organizations compile resource directories for their clients. Over half of Oregon's local health departments have community resource directories which include housing information. Non-profit organizations providing health and human services also often develop resource directories. A good place to start is by contacting your local health department and getting a copy of their community resource directory.

Research: Another good place to start, when developing an inventory of resources,

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[1] These questions from "A Home Away From Home: A resource guide to housing and community Supports" are adapted for HIV Service Providers and Advocates.

is researching local organizations and available information. Call local organizations to find out about their programs. Collect, review and summarize local housing plans and needs assessments.

Organize a Community Meeting: By organizing a meeting, series of meetings or workshop to discuss housing issues you can brainstorm with others on local housing and service resources. Before doing this, consider how a meeting would fit into larger community efforts.

Asset Mapping. Asset mapping is a community activity that focuses on the strengths of the community instead of the areas that need improvement. Thinking about assets strengthens all members of the community. This is especially helpful to those that experience problems yet already have the resources to change the status quo. Changes that are made by the community can build cohesiveness and commitment. This makes it easier to sustain initiatives. [2]

Survey: A survey may be useful in collecting detailed information on resources. Once you have a list of resources, you may want to know more about what kinds of housing and services they offer, relationships they have in the community and future plans. (See Appendix Three for sample surveys).

Stakeholders helped develop two surveys to create a database of information to be used by the community in establishing a website and/or clearinghouse operation. Information from the housing provider survey included rental rates, housing accessibility, eligibility/screening criteria, existing support services and relationships with service providers. Information from the service provider survey included local service resources, housing needs among special needs populations, in-home services, case management to clients placed in housing, average rents clients can afford and relationships with housing providers. In addition to giving housing and service providers an opportunity to collect information on resources and needs, this activity was designed to give participants a concrete ac-

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[2] Community tool box, http://ctb.lsi.ukans.edu/

IV. Assess housing needs in your own community

It is important for you to understand the housing needs of persons living with HIV/ AIDS in your community and how those needs fit into overall community housing needs and priorities. Organizations, agencies and other special needs populations have a great deal of information about community needs. You may begin collecting information by contacting your local Community Action Agency, Community Development Corporation, Housing Authority, local Health Department and City/ County Government. Call them up and ask: *What resources are available to better understand my communities housing needs?* Better yet, get community housing and service providers in one room together to discuss housing needs. This chapter describes some methods to help you answer the following key questions:

- What are the housing needs of people living with HIV/AIDS?

- How do those needs fit into local housing priorities?

- What are the similarities and differences between the housing needs of PLWH/A's and other special needs populations in my community?

There are several methods for answering the questions posed above. It is important to carefully consider which option will work best for your organization.

Research Local Housing Priorities: In order to influence change it is important to understand *"what are the current housing priorities?"* In order to do this: 1) collect local housing plans, including your city and county Comprehensive (community) Plan, Consolidated (housing) Plan, information on the (homeless) Continuum of Care process and local housing needs assessments; 2) Contact your local City and County planning departments, Community Action Agency, Housing Authority and Community Development Corporations for information on community housing priorities. Review the collected information. To what extent are the housing needs of PLWH/A's addressed in those documents?

Develop a Community Housing Profile from Secondary Sources: Developing a community housing profile from secondary sources (data collected by someone else) will provide you and others with information on local housing needs. All of the resources listed in Chapter III may provide you with useful information. Collect local plans and involve other organizations in the process as much as possible, as it will help you develop relationships and form a joint understanding of issues. A

community housing profile is useful for writing grants. Do you need data and information about PLWH/A needs? Then visit the Oregon Department of Human Services, HIV Data and Analysis Program website, http://www.healthoregon.org/hiv .

Client Survey: One option for better understanding the housing needs of people living with HIV in your community is by conducting a client survey to gather primary source data. The advantage to this option is that, if done well, it will provide your agency and the HIV community with quantifiable data that can be used to educate the broader community on client housing needs. When designing a survey, it is important to carefully consider the questions. The survey should include questions that help you ascertain the number of respondents who are homeless, in danger of becoming homeless, pay more than 30 percent of their income in shelter related expenses, pay more than 50 percent in shelter related expenses, live in housing that is substandard or inappropriate. Housing providers may also want to know the average amount clients can afford to pay in rent, what support services they would need in order to remain in stable housing and the difficulties they face in accessing housing. However, conducting a client survey is more expensive than other options and if it is done by one agency, the activity itself does not build relationships in the community.

Informant Interviews: Another method for collecting information on the housing needs of people living with HIV/AIDS is conducting key informant interviews. Key informant interviews are one-on-one interviews with people who have specialty knowledge and information about the issue you are researching. There are several advantages to these interviews. They help you obtain an in-depth understanding of housing needs. They may be less expensive than a survey and they provide an opportunity to build relationships within the HIV community. The important element of this method is identifying who your true "experts" are.

Focus Groups: Focus groups are a good way to obtain a lot of useful in-depth information about a community or population in a short amount of time. A group of 8-10 individuals are asked a series of open-ended questions designed to create a brainstorm session that covers the range of issues sparked by the question.

Town Hall Meetings: Town Hall meetings or public forums are gatherings where citizens and policy makers discuss important issues at a well-publicized location and time. They give people of diverse backgrounds a chance to express their views, and are also a first step toward understanding the community's needs and resources. A good public forum informs the group about where the participants feel the community is

currently and where the participants would like the community to be. Two key planning questions can be answered in this type of forum, "Where are we now?" and "Where do we want to be?".

Provider Survey: A provider survey targeting providers who serve special needs populations, generally, is an option if you would like to broaden the information in your assessment. A provider survey will give you a chance to network as well as gain an overall understanding of community needs and resources.

A provider survey was used in the pilot communities because it accomplished many tasks. Information was collected on resources and needs. Because providers helped to develop the surveys and the mailing lists, it provided a concrete activity for which housing and service providers could engage to build relationships. It provided information for the development of a housing information website and, in doing survey follow-up, it provided the opportunity to reach out to additional providers and educate

Other Community Surveys: You can advocate for the community to add questions pertaining to PLWH/A's to other community surveys. Find out when and who will be conducting the next housing needs assessment. Make sure that you are involved in developing new community surveys and make sure you respond to those surveys. The results are used to inform policy and local housing priorities.

V. Influence Change in your Community

Once you have developed relationships with other local providers and have an understanding of local resources and needs, you are ready to develop a plan. In some communities, developing a plan may be as simple as plugging into already existing resources. In other communities it may be important to change how resources are being used. *What if the local organizations are not developing the housing resources you need?* If your housing needs are not met by housing resources and your local CDC, Community Action Agency and Housing Authorities are not developing housing that suits your needs, you may choose to develop a plan for influencing change. The previous chapter discussed how to access resources. This chapter discusses how to influence change and develop a community housing plan.

1st- Join local planning committees

In case this has not been said enough, get involved! If you are not already participating in local planning committees, find out how to join the fun! If you want to influence change, be a part of the groups that are shaping local housing priorities and policy.

2nd- Join the Board of Directors of other organizations

A Board of Directors oversees many of the organizations listed in Chapter III. If you are having trouble accessing resources in your community from the outside, start making the policy from the inside. In some communities you will find that housing developers and service providers sit on one-another's boards.

3rd- Form an advocacy group

If your local CDC, Community Action Agency and Housing Authority are not developing housing that meets your needs, then inform them of your needs. Build a coalition of people living with HIV, advocates and service providers. As a group continue to tell housing providers, policy makers and the larger community what you need until you get it. Supply them with as much useful, specific information as possible. As a group, consider other methods of accessing the community power structure such as joining local planning groups and Boards of Directors. Do you want to educate the broader community or attract more people to the effort? If so, consider writing a press release. (See Appendix Five for a sample press release).

4th- Make agreements with Housing Providers

There are two main types of agreements you can develop with housing providers, which include, informal agreements and formal agreements. Informal agreements often occur as a result of developing a face-to-face relationship with housing providers. This was the case for HIV service providers in pilot project communities. Informal agreements included referring clients between agencies and providing support to clients placed in housing. Formal agreements are often, but not always, accompanied by the signing of a contract. Formal agreements may include connecting case management to lease provisions for housing, participating in rental assistance programs, working with a housing provider to develop HIV housing or having a housing provider set-aside units for PLWH/A. These options were explored

As a result of meeting through one of the pilot processes, HIV Service providers started working with a local Community Development Corporation to write a grant to fund the purchase and possible renovation of a duplex to house two clients living with HIV/AIDS. This was seen as a possible model for HIV Housing, as it would pro-

and some achieved in the case study communities.

5th- Develop a Community Housing Plan

If the above strategies do not work and the housing plans in your community do not address your needs, you may wish, to work with others to create and carryout an alternative housing plan. The plan should provide you and your community with a map for addressing housing needs and a framework for seeking project funds. This option will take long-term commitment, additional research and funding. The more parties that are involved in developing and implementing the plan, the more possible resources will be available and the more mindful you need to be of reaching agreements. If you are considering this option, you have already:

1) Developed relationships with a variety of housing and service providers in your community;

2) Considered other methods for influencing change;

3) Inventoried available community resources;

4) Are making full use of available community resources;

5) Understand your housing needs;

6) Understand local housing priorities; and

7) Are involved in other local housing planning efforts.

If you choose to embark on the process of working with others to develop an alternative community housing plan, review the process steps listed below from Community Tool Box http://ctb.lsi.ukans.edu:

Organize a planning group. This group should include people in your community affected by and concerned with the barriers related to accessing affordable and decent housing. The organizations listed in Chapter III should be considered. In a first meeting it is important to discuss the issue. (See Chapter II for other more useful information on convening a group).

Group visioning. Group visioning is a process by which the group spends time developing a shared picture of how they would like the world to be. A vision can be developed in many ways so long as everyone in the group shares the dream. One method for a group to do this is to have a conversation/ brainstorming session in which participants talk about their ideas for a better future. A facilitator can ask the group a question such as: *"What would success look like?"* Be sure to record all possible ideas on a flipchart. Once the group has exhausted its ideas it can review *vision statements.* Make sure they are concise and framed in a positive manner. You should identify several statements that are particularly effective in conveying the group's vision. By identifying more than one, the group is supporting diversity. After further discussion choose one statement which is powerful, inspiring and concise and describe what success would look like.

Develop a mission statement. A mission statement provides a description of why the group exists and its general purpose. The mission statement used in the pilot project communities was: *"To increase collaboration among housing and service providers in the community in order to increase affordable housing opportunities for special needs populations."* Important characteristics of a mission statement are that it: 1) clearly states what is to be done and why; 2) is concise; 3) it is general enough to develop a variety methods to achieve it; and 4) it encompasses the voices of all people who are involved.

Develop goals. Goals are outcome statements which define what the group is trying to accomplish. Goals should; (1) relate directly to the mission statement; (2) provide the direction and guidance necessary to accomplish the mission statement; (3) are based on internal and external data which considers the need and capacity of the organization; and (4) should be kept to a minimum.

Develop objectives. Objectives are expected short range outcomes which will assist

in achieving the groups goals. Objectives clearly describe measurable benchmarks that will help you assess when you are successful. Objectives should be: 1) specific; 2) written in measurable terms; 3) achievable yet challenging; 4) can be accomplished in a 12 month timeframe; and 5) have several objectives for each goal. Creating a housing and service provider clearinghouse and developing a searchable housing information website were objectives developed in the pilot communities to increase housing information and access. Objectives often include information about who will be targeted, who will benefit most, who can contribute, what factors will be addressed, what approach may be used, what programs, policies, and/or practices should be created or modified.

Develop strategies. Next you describe who is going to do what and by when in order to accomplish goals and objectives. For each strategy step you should describe: 1) What specific change or aspect of the intervention that will occur; 2) Who will carry it out; 3) When the plan will be completed or for how long it will be maintained; 4) Resources (money and staff) needed; and 5) Who should know what about it.

Evaluate the overall plan. Make sure it is complete, clear, current and flexible.

1) Are all the intended changes/efforts included?

2) Are a wide variety of goals and objectives used?

3) Does it clearly indicate how the project/process will be carried out?

4) Is it apparent who will carry out each aspect of the plan?

5) Does it have a clear timeline?

6) Will the accomplishment of all proposed strategies meet your mission. goals and objectives? If not, what additional changes should be made?

7) Does the plan take into account current community issues and projects?

8) Does it foresee possible future opportunities and challenges?

9) Is it flexible enough to respond to unanticipated changes?

10) Can the plan be updated as objectives are met or goals broadened?

Using the plan. It is important to use the plan to: 1) Communicate the group's purpose to others; 2) Evaluate the group's essential functions; 3) Anticipate potential conflict and discover common or complimentary interests; 4) Understand how to detect and judge opportunities; and 5) Identify potential stakeholders. Additionally, your plan should be shared with housing planning groups and policy

makers to provide input into their planning processes.

Choose the order of strategies. You should consider the following when choosing the order of strategies:

1) *Which changes need to be completed before others?* For example, some changes may require the establishment of certain relationships before they can occur

2) *Which changes are easier/quicker?* Completing certain strategies quickly could give you and the group a sense of success and build group cohesiveness, momentum and community support

3) *Which strategies will produce the changes that are most important or key to the initiative's objectives?*

4) *Which changes would inspire and encourage participants and build credibility within the community?*

Begin implementing strategies. The plan should have given you all the information necessary to implement the goals, objectives and strategies.

Review the plan at regular intervals. As your group grows and the objectives are accomplished or conditions change, members may revise the plan.

VI. Evaluation

Regardless of your approach it is important to evaluate your efforts. If you are spending extra time and energy attending community meetings and reaching out to housing providers you should know if it is helping you reach your goals. If it isn't, evaluation will help you figure out how to change your approach. If you are involved in a community initiative to increase housing opportunities for all special needs populations it is important to document successes and improve future community efforts.

The first step is developing an evaluation plan to guide you through each component of the evaluation process. A plan will help you decide what sort of information you and other stakeholders really need, keep you from wasting time gathering information that you don't need, help you identify the best possible methods and strategies for getting the needed information, help you establish a reasonable and realistic timeline for evaluation and, most importantly, it will help you improve your efforts. It is important to develop a plan early-on, as it will help you improve your efforts as you go, rather than waiting until you are done to find out if you did a good job. In the beginning you can decide on goals and strategies. Later, the evaluator can document your progress toward those goals. The earlier you implement an evaluation plan, the more likely you will be successful in achieving your outcomes. [3]

There are a variety of evaluation methods. Typical methods for evaluation include:

♦ Documentation and monitoring progress through participant feedback;

♦ Member surveys about the process or plan;

♦ Goal attainment reports;

♦ Behavioral surveys;

♦ Interviews with key participants;and

♦ Community-level indicators of impact.

[3] Community tool box, http://ctb.lsi.ukans.edu/

To determine which should be used, look at the issue to be addressed, identify the interests and needs of those involved and determine the resources available for evaluation. Below is a suggested process for developing an evaluation plan from Community Tool Box http://ctb.lsi.ukans.edu/tools/EN/section_1007.htm:

Identify stakeholders that should be involved in the evaluation. Think about including all process participants, others who have something to gain or lose from evaluation results, intended users, grant makers, funders and researchers.

Summarize the program, initiative or plan. The summary should explain what you are trying to accomplish and how it will bring about change. It should include: 1) A statement of need (which is a description of the problem, who is affected, how big the problem is and how the problem is changing); 2) A statement of expectations (which is intended results and what must be accomplished for success); 3) Identified or implemented activities intended to bring about change; 4) Needed and available resources to conduct the activities (e.g., time, talent, equipment, information, money); 5) A description of the program/initiative's stage of development (e.g., planning, implementation, maintenance) and how it affects the evaluation; 6) A description of the contextual features that could potentially affect the initiative or program (e.g., community history, geography, politics, social and economic conditions); and 7) A description of the priorities setting process which describes how each program/initiative component come together to bring about change.

Think about the evaluation design. Explicitly state: 1) what the evaluation of the program or initiative will address (it's purpose); 2) how it will address it (evaluation questions, methods, and agreements of those involved); 3) how the findings will be used; and 4) who will use it (the receivers of the evaluation findings). The purpose description should include the main evaluation goals and what has been done to accomplish them. Examples of the purpose of evaluation are to gain insight into the program or initiative, improve the process, determining effects of the program or initiative, and understanding the affects on those who participate in the evaluation. In determining how to do an evaluation consider what information is important to stakeholders. Questions that may help guide the process include:

      1) How well was the program/initiative planned out and put into practice?

      2) How well has the program/initiative met its stated objectives?

      3) How much/what kind of progress has the program/initiative made in meeting its goals?

4) How much/what kind of difference has the program/initiative made in the community as a whole?

Gather credible evidence. You need to decide what constitutes evidence and what makes it credible. You will need to specify the criteria (what will be measured) and

Criteria	Indicator(s)
Capacity to deliver services	New funding received New programs added to current provider.
Participation in the planning process	Membership in the group has increased.
Satisfaction levels	Participants in the planning process indicate satisfaction on the "self-assessment" survey.
Behavior changes	An increase in clients are successfully staying in housing.
Improvement in community outcomes	Decrease in PLWH/A living in sub-standard housing.
Inclusion of HIV/AIDS in housing plans	Increase number of housing plans which have specific HIV/AIDS goals.

the indicators (how much/the measurement amount), used to judge success of the effort. Examples include:

You will also need to consider your sources for collecting evidence. Examples include interviews, surveys, documents and observation. Next judge the appropriateness and integrity of information gathered, its reliability, how well it relates to the evaluation questions and the amount of data required to evaluate the effectiveness. Finally, figure out the logistics including methods, timing, and physical infrastructure for gathering/handling information.

Justify conclusions. Describe the standards used to judge the effort. This includes stakeholder values, which provide a basis on which to judge the effort. Include a description of the methods used to analyze and synthesize the results, summarize what the findings mean and how this translates into practical important results. Make judgments of merit/ worth compared to selected standards. Make recommendations for actions to consider as a result of evaluation.

Make sure that lessons are shared and used. You will want to take steps to ensure that your findings will be used appropriately. To do this think about the following elements as you design your evaluation plan: 1) Consider the practical use of the

questions, methods and processes; 2) Try to predict how findings may be used; 3) Explain how communication and feedback will be facilitated among evaluation participants; 4) Tell how you will provide support to users during evaluation and after receiving findings; and 5) Describe how you will circulate the findings and communicate lessons learned to appropriate individuals and groups in a timely manner.

VII. Summary: Lessons Learned from Pilots

The need to increase communication and collaboration with housing providers has become increasingly important in accessing appropriate and affordable housing for people living with HIV/AIDS. This guide covered methods and strategies for increasing communication and relationships with housing providers and other service providers, methods for assessing community resources and needs, strategies for influencing change and evaluation methods.

Three Oregon communities served as pilot sites for development of the strategies discussed in this guide. Strategies that were used in those communities intended to establish local housing and service provider planning groups, assess local coordination needs, create a process for addressing those needs and producing this guide for you to use.

At the start of the project HIV service providers in the pilot communities had very few, if any, relationships with housing providers. In many cases they lacked knowledge about housing resources and the housing system in general. They were not participating in local housing planning and many did not feel that they had the energy or resources to put toward a community collaboration project. In some cases inconsistent participation and lack of involvement in larger community planning efforts made it difficult for providers to influence real change in community housing priorities. However, all the participants reported increased communication, relationships and influence with housing providers after participating in the pilot project. Most increased their knowledge about housing resources and some developed informal and formal agreements with housing providers that resulted in housing for clients.

The pilot projects also provided evidence, which is supported by the literature on collaboration, that it takes time to produce changes in how your community does business. It will take a sustained effort on your part to produce lasting change. It may very likely entail changing how you do business. To begin working toward those changes you can start by: 1) developing trusting relationships with other providers and special needs populations; 2) increasing your understanding of local resources, housing needs, planning processes and local priorities; and 3) developing clear goals, objectives, strategies and evaluation procedures.

The bottom line is that there is not one best way to develop relationships and change the status quo. There are no steadfast rules or guarantees that any collaborative process will achieve its goals. Much depends on available resources, pre-existing relationships, time, energy and priorities of those who can effect change. For that reason, this guide offers a variety of strategies and methods for developing relationships and influencing change. The use of collaboration is on the rise. As more groups engage in relationship building and collaboration, the more is learned about its effects. Keep researching available information and working with others. Good luck in your endeavors.

Appendix One: Reference and Resources

A Home Away From Home: A resource guide to housing and community supports

Oregon Home of Your Own Program, Mainstream Housing Incorporated

45 West Broadway, Suite 204, Eugene OR 97401

http://www.mhihomes.org/

AIDS Housing of Washington

2014 East Madison, Suite 200 - Seattle, WA 98122

(206) 322-9444 tel / (206) 322-9298 fax

 http://www.aidshousing.org/

Guide to Continuum of Care Planning and Implementation

http://www.hud.gov/offices/cpd/homeless/library/coc/tcocguide/index.cfm

Collaboration Handbook: Creating, Sustaining, and Enjoying the Journey

Authors: Micheal Winer and Karen Ray

Amersth Wilder Foundation

Wilder Publishing Center

919 Lafond Avenue

St. Paul, MN 55104

Community Tool Box

http://ctb.lsi.ukans.edu/

Oregon Department of Housing and Community Services

PO Box 14508 Salem OR 97309-0409

(503) 986-2000 tel/ (503) 986-2020 fax

http://www.hcs.state.or.us/

> State of Oregon Consolidated Plan
>
> http://www.hcs.state.or.us/consolidatedplan/pdfs/01-05csplan.pdf.
>
> Housing and Services Resource Guide
>
> http://www.hcs.state.or.us/hrg/

Oregon Department of Human Services, HIV Client Services

800 NE Oregon St. Portland, OR 97232

(503) 731-4029

http://www.healthoregon.org/hiv

The Nation's Voice on Mental Illness

Piecing it all together in your Community: Playing the Housing Game

http://www.c-c-d.org/conplan_guide.html

U. S. Department of Health and Human Services

Health Resources and Services Administration

http://www.hrsa.gov/

> Housing is Health Care: A guide to implementing the HIV/AIDS Bureau (HAB) Ryan White Care Act Housing Policy

U.S. Department of Housing and Urban Development

http://www.hud.gov/

Appendix Two: Glossary of Terms[4]

In addition to terms used in this guide this list provides a glossary of housing terms that will be important to know when communicating with housing providers.

Affordable Housing: Affordable Housing is generally defined as housing where the occupant is paying no more than 30 percent of his or her income for gross housing costs, including utilities

Assisted Household or Person: To specify 1-year goals for assisting households or persons, a household or person is assisted if, during the coming Federal fiscal year, he or she will benefit through one or more programs included in the jurisdiction's Consolidated Plan.

Community Action Agency (CAAs): Community Action Agencies are local nonprofit corporations that provide a variety of programs for low-income residents, families and farm workers, such as preschool education, childcare related services, housing and energy assistance. Different agencies receive different kinds of funds; some funds allow a choice of activities. Among the assistance provided by some community action programs are weatherization, energy assistance, housing rehabilitation programs, minor home repair, housing counseling, and emergency housing assistance, as well as programs for job training and emergency food. [5]

Community and Individual Investment Corporation (CIIC): For-profit corporation capitalized in part by Economic Development Initiative and Section 108 funds which invests in economic development activities in an identified service area where at least 51 percent of the residents are low- and moderate-income people and which offers residents the opportunity to purchase and own shares in the corporation.

Community Development Block Grants (CDBG): The CDBG program provides funds to nearly every community. Funds may be used in various ways to support community development, including acquisition, construction, and rehabilitation of public facilities and housing. While CDBG funds may be used for a wide variety of activates, including housing related services, communities are not required to

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[4] Unless otherwise noted, definitions are excerpted from the Housing and Urban Development (HUD) Glossary of Terms. [5] Excerpted from Oregon Housing and Community Services State Resource Guide.

include housing when determining how they would like to use CDBG funds. All CDBG projects must address three national objectives: 1) benefit low and moderate income people; 2) eliminate or prevent slums or blight; and 3) when no other financial resources are available, meet other community development needs that are particularly urgent because existing conditions pose a serious and immediate threat to the health and welfare of the community. The majority of CDBG funds are allocated through either the entitlement communities program of the States/small cities program.[6]

Community Development Block Grants (Entitlement): In this program HUD directly provides annual CDBGs on a formula basis to entitled communities to carry out a wide range of community development activities directed toward neighborhood revitalization, economic development, and improved community facilities and services.

Community Development Block Grants (Section 108 Loan Guarantee): Section 108 is the loan guarantee provision of the CDBG Program. It offers communities a source of financing for housing rehabilitation, economic development, and large-scale physical development projects.

Community Development Block Grants (Small Cities): In this program HUD directly provides annual CDBG funds on a formula basis to States, who then administer the funding and act as a partner with the Federal Government in distributing funds to carry out a wide range of community development activities directed toward neighborhood revitalization, economic development, and improved community facilities and services.

Community Housing Development Organization (CHDO): A federally defined type of nonprofit housing provider that must receive a minimum of 15 percent of all Federal HOME Investment Partnership funds. The primary difference between CHDO and other nonprofits is the level of low-income resident participation on the Board of Directors.

Community Reinvestment Act (CRA): A 1977 law that requires banks and savings and loan institutions to take affirmative steps to help meet the credit needs of the communities they are chartered to serve, especially low- and moderate-income communities. The Act directs the four banking regulatory agencies (Federal Reserve

[6] Health Resources and Services Administration, Housing is Healthcare

Board, Officer of the Comptroller of the Currency, Federal Deposit Insurance Corporation, and the Office of Thrift Supervision) to evaluate the extent to which these institutions are meeting local credit needs.

Consolidated (housing) Plan: A document written by a State or local government and submitted annually to HUD that serves as the planning document of the jurisdiction and an application for funding under any of the community planning development formula grant programs (CDBG, ESG, HOME, HOPWA). The document describes the housing needs of the low and moderate-income residents of a jurisdiction, outlining strategies to meet the needs and listing all resources available to implement strategies.[7]

(homelesss) Continuum of Care: Policies designed to address the critical problem of homelessness that include a coordinated community-based process of identifying needs and building a system to address those needs. The approach is predicated on the understanding that homelessness is not caused merely by a lack of shelter, but involves a variety of underlying, unmet needs -- physical, economic, and social.

The (homeless) Continuum of Care Planning Process and its Programs: An approach that helps communities plan for and provide a full range of emergency, transitional, and permanent housing and service resources to address various needs of homeless persons. The approach is predicated on the understanding that homelessness is not caused by a lack of shelter, but involves a variety of underlying, unmet physical, emotional, and social needs. Designed to encourage localities to develop a coordinated and comprehensive long-term approach to homelessness, the Continuum of Care consolidates the planning, application, and reporting documents for HUD's Shelter Plus Care, Section 8 Moderate Rehabilitation Single Room Occupancy Dwellings (SRO) Program, and Supportive Housing Program. [8]

Cost Burden: The percentage of household income that is used for shelter-related expenses. Acceptable cost burden for shelter expenses is 30% or less of income.

Economic Development Initiative (EDI): The EDI provides communities with grants that can be used in tandem with Section 108 guaranteed loans. This program provides communities with a source of financing for economic development, housing rehabilitation, and large-scale physical development projects.

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[7] Health Resources and Services Administration, Housing is Healthcare

[8] Health Resources and Services Administration, Housing is Healthcare

Emergency Shelter Grant (ESG) Program: A Federal grant program designed to help improve the quality of existing emergency shelters for the homeless, to make available additional shelters, to meet the costs of operating shelters, to provide

essential social services to homeless individuals, and to help prevent homelessness.

Empowerment Zone (EZ) / Enterprise Community (EC): Federally designated cities that received funding by combining efforts to create economic opportunity, sustainable community development, community-based partnerships, and a strategic vision for change.

Fair Market Rent (FMR): HUD's estimate of the actual market rent for a modest apartment in the conventional marketplace. Fair market rents include utility costs (except for telephones). Every year, HUD develops and publishes FMRs for every metropolitan statistical area (MSA) and apartment type. FMRs are established at the 40th percentile rent, the top of the range that renters pay for 40% of the apartments being surveyed.[9]

Federal Housing Administration (FHA) Mortgage Insurance Programs: FHA administers a variety of single-family mortgage insurance programs designed to make homeownership more readily available. These programs operate through HUD-approved lending institutions such as banks, savings and loan associations, and mortgage companies.

Home Investment Partnerships Program (HOME): A Federal grant program designed to help jurisdictions expand the supply of decent and affordable rental and ownership housing for people low- and very low-incomes.

Homeownership of Single-Family Homes (HOPE 3): HUD, through the HOPE 3 program, provides grants to eligible applicants to create homeownership opportunities for low-income families who are first-time homebuyers.

Housing Opportunities for Persons With AIDS (HOPWA): The HOPWA program provides housing assistance and supportive services for low-income persons with HIV/AIDS and their families. Grants are provided by selection through a national competition of projects proposed by State and local governments and nonprofit

[9] Excerpted from National Low Income Housing Coalition Glossary of Terms http://www.nlihc.org/advocates/glossary.htm

organizations. Grantees are encouraged to form community partnerships with area nonprofit organizations to provide housing assistance and supportive services for eligible persons.

U.S. Department of Housing and Urban Development (HUD): The primary federal funder of housing development and operations is the U.S. Department of Housing and Urban Development (HUD). Its HOPWA program (Housing for Persons With AIDS is dedicated specifically to the variety of housing needs of people living with HIV or AIDS. Other HUD programs focus on the housing needs of a variety of low income communities, such as homeless individuals and families, disabled people, low income families, and seniors, but virtually all HUD programs can be used to house eligible people living with AIDS. [10]

Low-Income: A household whose income does not exceed 80 percent of the median income for the area, as determined by HUD, with adjustments for smaller or larger families. HUD may establish income ceilings higher or lower than 80 percent of the median for the area median on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs or fair market rents, or unusually high or low family incomes.

Lower-Income Rental Assistance (Section 8 Certificates and Vouchers): HUD assists low- and very low income families in obtaining decent, safe, and sanitary housing in private accommodations by making up the difference between what they can afford and the approved rent for an adequate housing unit.

Moderate Income: Households whose incomes are between 81 percent and 95 percent of the median income for the area, as determined by HUD, with adjustments for smaller or larger families. HUD may establish income ceilings higher or lower than 95 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs, fair market rents, or unusually high or low family incomes.

Request for Proposal (RFP): Announcement by a funding organization, requesting other organizations to submit a grant proposal.

Section 8 Homeownership Program: Allows low-income families who qualify for Section 8 rental assistance to use their certificates or vouchers to pay for

[10] Health Resources and Services Administration, Housing is Healthcare

homeownership costs under a mortgage.

Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program: The SRO program provides rental assistance to homeless individuals in connection with the moderate rehabilitation of SRO dwellings. Resources to fund the cost of rehabilitating the dwellings must be from other sources. However, the rental assistance covers operating expenses of the SRO housing, including debt service for rehabilitation financing, provided that the monthly rental assistance or unit does not exceed the moderate rehabilitation fair market rent for an SRO unit, as established by HUD.

Severe Cost Burden: Fifty percent (50%) or more of household income paid toward shelter expenses.

Shelter Plus Care (S+C) Program: Provides grants for rental assistance for homeless persons with disabilities through four component programs: Tenant, Sponsor, Project, and Single Room Occupancy (SRO) Rental Assistance.

Single Room Occupancy (SRO): Provides rental assistance on behalf of homeless individuals in connection with moderate rehabilitation of SRO dwellings.

Special Needs Populations: For the purpose of this project, special needs populations have been defined as any group which needs support services in order to access and maintain housing. Groups who have been identified, as such, by the local communities include the chronically mentally ill, developmentally or physically disabled, seniors, battered women and children, teen parents, troubled youth, seasonal workers, low-income families, and people living with HIV/AIDS.

Stakeholder: Person or organization that has an interest or stake in the project and its outcomes.

Supplemental Security Income (SSI): A Federal supplemental income program funded by general tax revenues (not Social Security taxes). It helps aged, blind, and disabled people, who have little or no income by providing monthly cash payments to meet basic needs for food, clothing, and shelter.[11]

[11] Social Security Administration Website http://www.ssa.gov

Supportive Housing: Housing, including housing units and group quarters that has a supportive environment and includes a planned service component.

Supportive Housing for the Elderly (Section 202): HUD provides capital advances to eligible, private, nonprofit sponsors to finance the development of rental housing with supportive services for the elderly.

Supportive Housing Program (SHP): SHP provides grant funds to public entities and private nonprofit organizations to supply community –based housing and supportive services to people who are homeless. Homeless individuals and families, including those who have a disability such as HIV/AIDS, are eligible to receive transitional housing, permanent housing, and support services. SHP is designed to promote development of housing and services that assist homeless persons in living as independently as possible. Applicants may propose funding in transitional housing, permanent housing for homeless persons, supportive services only, safe havens, or innovative supportive housing.[12]

Supportive Services: Services provided to residents of supportive housing for the purpose of facilitating the independence of residents. Examples include case management, medical or psychological counseling and supervision, childcare, transportation, and job training.

Surplus Property Program to Assist the Homeless (Title V): Homeless organizations pay operating and repair costs on the surplus properties that are leased rent-free and "as is." Leases may run from 1 to 20 years, depending on the availability of the property and other factors. Surplus properties may also be deeded to the organizations. The program provides no funding. For the name and contact at these agencies, call the nearest HUD field office or the HUD toll-free number: (800) 927-7588.

Tenant-Based (Rental) Assistance: HUD assists low- and very low income families in obtaining decent, safe, and sanitary housing in private accommodations by making up the difference between what they can afford and the approved rent for an adequate housing unit.

Very Low Income: Households whose incomes do not exceed 50 % of the median area income for the area, as determined by HUD, with adjustments for smaller and larger families and for areas with unusually high or low incomes or where needed because of prevailing levels of construction costs or fair market rents.

[12] Health Resources and Services Administration, Housing is Healthcare

Appendix Three: Sample Community Surveys

Service Provider Questions

1. What type of service(s) do you provide?

2. Which population(s) do you serve?

Seniors_____   Physically Disabled_____   Drug/Alcohol Dependent_____

HIV/AIDS_____   Developmentally Disabled _____   Veteran_____

Domestic Violence Survivor_____   Other (please specify)_____

3. How is client eligibility determined?

4. What are your clients' common barriers to accessing and maintaining housing?
(check all that apply)

Client Issues	Agency Issues
□ Poverty	□ Lack of housing support services
□ Physical disability	□ Lack of resources put toward housing
□ Mental health issues	□ Low agency priority placed on housing
□ Substance abuse	□ Lack of agency understanding of housing resources
□ Discrimination	□ Other _____
□ History of criminal behavior	
□ Other _____	

5. Do you have a waiting list of clients looking for housing?

If so how many people are on it?_____

How long is the average wait?_____

6. Please indicate the number of your clients who fit into each of the following categories. (Write number in)

Homeless_____

In danger of becoming homeless_____

Pay more than 30 percent of their income in rent_____

Pay more than 50 percent of their income in rent_____

Pay more than 70 percent of their income in rent_____

Live in housing that is substandard or inappropriate_____

7. On average, how much can your clients afford to pay in rent?_____

8. What type of financial assistance do you provide to clients?_____

9. Does your program do outreach? If so, please describe your outreach efforts?

10. Does your program provide in home service(s)? If yes please describe.

11. Do you have a working relationship with any housing providers? If so please list the housing providers and describe the nature of your working relationship.

12. What are your plans for future program developments or service expansion?

Your Name: Your Agency:

Phone Number: E-Mail:

Thank You.

Housing Provider Questions

Your Name: Your Agency:

Phone Number: E-Mail:

1. Are you a private landlord? □ Yes □ No

2. Do you administer a rental or housing assistance program? □ Yes □ No

3. If yes, what are the goals of your rental or housing assistance program? (You may attach additional pages)

4. Is there a central office contact that can provide information about all of your programs, complexes and/or units to potential tenants?

    □ Yes   □ No

    If so what is his/her name_____ and phone number_____

5. Is there a central waiting list for all or some of your individual projects complexes, or units?   □ Yes   □ No

    If so, how many people are on it?_____

    How long is the average wait?_____

6. Does your agency have any mandatory criteria that must be used when screening potential tenants? If yes, please describe. (Please attach a copy of your screening criteria. If you have multiple programs with separate criteria please attach a copy for each program.)

7.   Does your agency use any other optional criteria when screening tenants? If yes, please describe. (Please attach a copy of your screening criteria. If you have multiple programs with separate criteria please attach a copy for each program.)

8.   What is your total number of dwelling units?_____

9.   What are your plans for future developments?

Attachment A - Individual Complex, Project or Unit Information
For each of your complexes, projects or units make a copy of attachment A and fill it out. If a question does not apply to your agency, please write in N/A.

Complex Name:_____ Address:_____

Total number of dwelling units:_____

Units dedicated to special needs populations:_____

Contact Person:_____Phone Number::_____
                         (Name and Title)

E-Mail:_____

In the table below, indicate the location of complex, project or unit in relationship to the proximity of:

COMMERCIAL SERVICE	TYPE	DISTANCE FROM COMPLEX	OTHER INFORMATION
Example: Commercial Service	Example: Convenience Store Grocery Store	Example: .25 miles 1.3 miles	Example: 7-11 with gas station Safeway
Commercial Services			
Employment Centers			
Transportation Services (including public transportation)			Line Number(s) _____
Schools			
Parks and Recreation			
Social Services			
Emergency Services			
Others			

In the table below, please write in the number of units for each housing type. Specify the monthly rent of those units. Then write in the number of accessible units, visit able units, and disabled parking spaces. Finally, indicate whether or not there is an on-site manager. (Please fill in all blank, white rectangles)

Housing Type	Total # of units	Rent	Number ADA accessible	Number visitable*	Number of disabled parking spaces	Is there an on site manager? (yes or No)
Example: MULTI FAMILY	15	■	5	10	5	yes
1-bedroom w/private bath	5	$350	2	4	2	■
SINGLE FAMILY		■				
1-bedrooom w/private bath						■
2-bedroom w/private bath						
Other (please specify) ———						
DUPLEX		■				
1-bedrooom w/private bath						■
2-bedroom w/private bath						
Other (please specify) ———						
MULTI FAMILY		■				
1-bedrooom w/private bath						■
2-bedroom w/private bath						
Other (please specify) ———						
INDEPENDENT LIVING FACILITY		■				
1-bedrooom w/private bath						■
2-bedroom w/private bath						
Other (please specify) ———						
NURSING/GROUP HOME		■				
1-bedrooom w/private bath						■
2-bedroom w/private bath						
Other (please specify) ———						
OTHER (please specify) ———						

*Visitable means that the apartment is ground level and has level, wide entrances so
that a resident could be visited by somebody who is wheelchair bound or moblity impaired.

Does your project or complex target any special needs populations? (Please check any that apply)

Seniors_____   Physically Disabled _____   Drug/Alcohol Dependent_____

HIV/AIDS_____   Developmentally Disabled_____   Veteran_____

Domestic abuse survivor_____   Other (please specify)_____

1. List any formal agreements that you have with service providers to address the needs of your target population.

2. List service providers with which your agency has established informal linkages.

3. Do you have a waiting list? □ Yes   □ No

 If so, how many people are on it?_____ How long is the average wait?_____

Thank You

Appendix Four: Sample Community Databases

Central Office Housing Provider Information

	Example:	
Provider	*Happy Realty*	*Friendly Housing Authority*
Contact	John Smith	Mary Brown
Phone Number	(555) 555-5555	(555) 333-3333
E-mail	jsmith@happyrealty.com	mbrown@fha.com
Are you a private landlord	Yes	No
Do you administer housing assistance program	Yes	Yes
Goals of rental or housing assistance program.	We accept Section 8 vouchers	To provide decent, safe and affordable housing to families and individuals in need.
Is there a central office contact?	Yes	Yes
Name	John Smith	Susan Jones
Phone Number	(555) 555-5555	(555) 444-4444
Is there a Central waiting list?	Yes	Yes
How many people are on it	3	300
How long is the average wait?	2-3 weeks	6-18 months
Mandatory screening criteria.	We do credit and criminal background checks but are willing to work with a case manager for residents that do not qualify under normal circumstances.	All programs screen for criminal history. All except Section 8 screens for rental history. All applicants must be income qualified. Some must meet special definitions (elderly, disabled.)
Optional screening criteria	Rental history screening	No
Total number of dwelling units	228	520
Plans for future developments	Not at the momment	Friendly Place 38 units, Happiness Village 50 townhouse units
Units dedicated to special needs populations	12	100
Formal Agreements with Service providers:	Community Action Agency	Community Action Agency
	County Health Department	County Health Department
	Senior and Disabled Services	Senior and Disabled Services
	Housing Authority	Nice Drug and Alchol Treatment Center
Informal linkages with service providers:	Helping People Inc.	Helping People Inc.
	Shelter Services	Shelter Services
	Friendly care associates	Wonderful women's shelter
		Friendly care associates

Individual Complex, Project, or Unit Information

Happy Realty			
General Questions			
Complex Name	Cheerful Heights		Health Department
Address	987 Lucky Lane		Community Action Agency
Total number units	52		Helping People Inc.
Units dedicated to special needs populations	4	**Informal linkages with service providers**	
Contact Person	Jane Doe		
Phone Number	(555)222-2222		
Email	jdoe@happyrealty.com		
Formal agreements with service providers to address target population needs.	Housing Authority		
	Senior and Disabled services		
		Number of units targeting special needs populations	6
		Do you have a waiting list	No
		How many people are on it?	N/A
		How long is the average wait?	N/A

Proximity to Services			
COMMERCIAL SERVICE	**TYPE**	**DISTANCE FROM COMPLEX**	**OTHER INFORMATION**
Commercial Services	Grocery Store	3 blocks	Friendly market
	Restaurant	5 blocks	
	Shopping mall	2 miles	
Employment Centers	Shopping mall	2 miles	
	Downtown	5 miles	
Transportation Services (including public transportation)	Bus	1 block	
	Taxi	comes to complex	
	Senior Shuttle	comes to complex	
Schools	Elementary	3 blocks	Smiley elementary
	High school	1 mile	Happiness High
	Community College	5 miles	HCC
Parks and Recreation	Park	2 blocks	
	Hiking Trail	1 mile	
	Senior Center	2 miles	
Social Services	Senior and Disabled services	5 miles	
	Community Action Agency	2 miles	
Emergency Services	Hospital	3 miles	
	Police	5 miles	
	Fire department	7 blocks	
Other	Post office	5 miles	
	Library	5 miles	

Housing Type, Rent and Accessibility						
Housing Type	**Total number of units**	**Rent**	**Number ADA accessible**	**Number visitable***	**Number of disabled parking spaces**	**Is there an on-site manager? (Yes or No)**
SINGLE FAMILY	Total number of units:					
1-bedroom w/ private bath						
2-bedroom w/ private bath						
3-bedroom w/ private bath						
4-bedroom w/ private bath						
Other (Please specify)						
DUPLEX	Total number of units:					
1-bedroom/w private bath						
2-bedroom/w private bath						
3-bedroom/w private bath						
4-bedroom w/ private bath						
Other (Please specify)						
MULTI FAMILY	Total number of units: 58				4	Yes
1-bedroom/w private bath	14	$350	3	7		
2-bedroom/w private bath	33	$495	1	5		
3-bedroom/w private bath	11	$550	0	2		
4-bedroom w/ private bath						
Other (Please specify)						
INDEPENDENT LIVING FACILITY	Total number of units:					
1-bedroom/w private bath						
2-bedroom/w private bath						
3-bedroom/w private bath						
4-bedroom w/ private bath						
Other (Please specify)						
NURSING/GROUP HOME	Total number of units:					
1-bedroom/w private bath						
2-bedroom/w private bath						
3-bedroom w/ private bath						
4-bedroom w/ private bath						
Other (Please specify)						
OTHER (Please Specify)						

* Visitable means that the apartment is ground level and has level, wide entrances so that the resident could be visited by somebody who is wheelchair bound or mobility impaired.

Service Provider Information

Agency	Community Action Agency	County Health Department	Helping People Inc.
Contact: Name, Title, Program	Joe Brown	Ann Smith	Bill Jones
Phone Number	(555) 333-4444	(555) 444-2222	(555) 222-8888
E-mail	jbrown@caa.com	asmith@health.com	bjones@hpeple.com
What type of services do you provide?	CAA provides emergency services which include eviction prevention, move-in, utilities and motel. In addition we provide information and referral to the community	Services include case management (to pregnant teens, chronically mentally ill, and people living with HIV), emergency assistance, free clinics, and in-home services.	Residential and vocational services to adults with developmental disabilities
Which populaiton(s) do you serve?	All low income groups	Pregnant teens, chronically mentally ill, people living with HIV	Seniors, Physically Disabled, Developmentally Disabled
Eligibility criteria	Eligibility Depends on the program funding sources and their criteria's.	Varies program to program	Qualify for developmental disabilities criteria for the county. Also private pay hourly rate for services
Clients' common barriers to accessing and maintaining housing	Poverty, Physical disability, Mental Health issues, Substance abuse, History of criminal behavior, Lack of housing support services, Lack of resources put toward housing	Poverty, Physical disability, Mental Health issues, Substance abuse, History of criminal behavior, Lack of housing support services, Lack of resources put toward housing	Poverty, Physical disability, Mental Health issues, Substance abuse, History of criminal behavior, Lack of housing support services, Lack of resources put toward housing
Do you have a waiting list of clients looking for housing?	No	No	Yes
How many people are on it?	N/A	N/A	4 to 5
How long is the average wait?	N/A	N/A	3 to 4 months
Number of clients who are			
Homeless	Do not know	Do not know	1
In danger of becoming homeless	Do not know	Do not know	10
Pay more than 30 percent of income in rent	Do not know	Do not know	0
Live in housing that is substandard or inappropriate	Do not know	Do not know	3
On average, how much can clients afford to pay in rent?	Do not know	Do not know	$200 to $400 w/out section 8 $600 tops. Yet most have Section 8.
What types of financial assistance do you provide clients?	Emergency assistance includes move-in, utilities and motel	Emergency assistance includes help with deposits and rent	None
Does your program do outreach? If so, please describe your outreach efforts?	For some programs, yes. We provide fliers at various housing and service agencies around town.	We do presentations.	No
Does your program provide in-home service's? If yes please describe.	No. We refer people to agencies that do provide in-home services.	Yes. We check-in with clients when necessary.	Home visits 1X per week.
Do you have a working relationship with housing providers? If so please describe	Yes, we organize a local homeless council that meets regularly to discuss housing and service issues.	Yes. We have some formal agreements with Happy realty, and the Housing Authority. We have informal relationships with a variety of private landlords.	15 year relationship with happy realty
What are your plans for future program developments or service expansion?	No	No	Some funding dollars may open up to increase support to people on our waiting list.

Appendix Five: Sample Press Release

FOR IMMEDIATE RELEASE: June 24, 2001

CONTACT: Joe Smith (555) 111-2222

Increasing Housing for Special Needs Populations

The Community Action Agency is spearheading an effort to increase communication between Region C housing and service providers. **In order to improve access to affordable housing for special needs populations**, area housing and service providers are working together to create a clearinghouse operation. Service providers are expected to benefit from the project by helping more clients to access affordable and appropriate housing. Housing providers will have the opportunity to increase their security by improving relationships with service providers. Clearinghouse possibilities include the development of a searchable website which will provide information on both housing and services. The web site will have the capability of linking home seekers with available units. Seekers will be able to type in the price range and features they need, define a geographic area and run a search. The University of Oregon is providing technical assistance for clearinghouse development, including identification of housing and service, resources, gaps and funding for website development. Currently the group is planning a free **housing and service provider workshop**, for the afternoon of **July 19th 2002**. Workshop participants will have an opportunity to network, educate others on their programs and needs, learn about state and local resources, and share ideas for improvements.

Participating agencies and service providers include; {List agencies}

The group is seeking interested property management businesses and individual landlords to participate in this community effort.

For more information contact **Joe Smith at Community Action Agency.**

-END-

You are Invited to Attend:

Housing and Service Provider Workshop Conference

When: July 19,2002 1:15-3:15PM,

Directly following "Soup for the Soul." Come enjoy a bowl of soup before the conference.

Where: Place

Address

Room Number

Why: To network with service and housing providers to learn more about service programs for your tenants or housing programs for your clients. To provide others with information on your program. To find out about rental assistance resources

Please bring literature on your program to distribute.

Please **RSVP** to *Name of Person* by calling *number* by *date.*

Hosted by:

List Agencies that were involved in planning or funding event

Insert Community Name Housing and Service Provider Conference

Address of Event

Meeting Agenda

July 19, 2002,1:00-3:00PM

1:00-1:15 **Introduction by** *Insert Name and Agency:* Serving as the meeting moderator, *insert name* will present an overview of area housing and service issues, work to date and future goals and plans.

1:15-1:50 **Panelist Presentations:** Each panelist will discuss their program,its resources and related issues for 3-5 minutes. The first set of panelists represents interested state agencies.

Name   Agency, Program

Name   Agency, Program

Housing and Service Providers: will present local housing and service opportunities as well as issues related to providing or accessing housing for special needs populations.

Name   Housing Authority

Name   Private Housing Provider

Name   Community Action Agency

Name   Health Department

Name   Senior and Disabled Services

1:50-2:00 Questions for panelists

2:00-2:05 Break into small work groups for round table discussions

2:05-2:40 Work group session

2:40-2:50 Large group reconvenes for reporting and summary

2:50-3:00 Next steps

Hosted by:

List agencies involved in planning and funding the event

DHS

Department of Human Services

800 NE Oregon St.

Portland, OR 97232