

## Supportive Services in Public Housing at HUD

### Goal 3 – Utilize Housing as a Platform for Improving Quality of Life

- **Subgoal 3A:** Utilize HUD assistance to improve educational outcomes and early learning and development.
- **Subgoal 3B:** Utilize HUD assistance to improve health outcomes.
- **Subgoal 3C:** Utilize HUD assistance to increase economic security and self-sufficiency.
- **Subgoal 3D:** Utilize HUD assistance to improve housing stability through supportive services for vulnerable populations, including the elderly, people with disabilities, homeless people, and those individuals and families at risk of becoming homeless.
- **Subgoal 3E:** Utilize HUD assistance to improve public safety.

## Goal 3 – Utilize Housing as a Platform for Improving Quality of Life

### Measures of Success

- Increase the number of HUD-assisted households with school-aged children who have access to schools scoring at or above the local average.
- Provide access to information and opportunities by increasing the proportion of units in HUD public and multifamily housing with an available broadband Internet connection.
- Improve the health of HUD-assisted residents.
- Increase the average income of HUD-assisted households.
- Improve the quality of housing and available community opportunities reported by HUD residents (*cross-cutting measure for Goals 2, 3, and 4*).
- Reduce homelessness (*cross-cutting measure for Goals 2 and 3*).

## A New Day at HUD: Inter-Agency Collaboration!!

HUD is working on a number of Inter-Agency Agreements, many of which will be enormously beneficial to our PHAs.

*Anyone have information sharing agreements?*

## Housing Authority of Portland

In Portland, their initiatives include:

- Oregon Medicaid waivers – Medicaid dollars to residents living in HAP housing, rather than having them be institutionalized.
- Agreement with TANF agency to match residents with Sec 8 vouchers to residents on a self-sufficiency track.

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## HUD-HHS

- With HRSA - Primary Care in Public Housing, connecting PHAs to local health clinics (FQHCs)
- With NHLBI-NIH, disseminating a “With Every Heartbeat is Life” curriculum to almost 20 HOPE VI sites.
- *New Access Point Grants – CHCs are eligible applicants, but funding priority for serving special populations, including PHA residents – Due Nov 2010*
- DC-Baltimore Health Collaborative
- San Francisco Bay Area Health Collaborative
- HUD/HHS Community Living Collaboration
  - Addresses barriers to housing, services, workforce development, and need for additional service coordination staff for elderly/disabled

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## Special Use Vouchers

- Family Unification Program (FUP) = HUD + PCWAs (Public Child Welfare Agencies)
  - 2,543 Housing Choice Vouchers available for families whose inadequate housing is the primary cause of their separation or near separation from their children. In addition, 20 percent of these vouchers will provide stable housing for approximately 750 young adults (ages 18-22) who are aging out of the foster care system, preventing them from becoming homelessness.
- HUD-VASH = HUD + Veterans' Affairs Medical Clinics (VAMCs)
  - \$225 million that will sustain approximately 30,000 rental assistance vouchers. VAMCs provide supportive services and case management to eligible homeless veterans.

## Special Use Vouchers

- Non-Elderly Persons with Disabilities  
Vouchers = HUD + Medicaid Money  
Follows the Person (MFP)
  - approximately 5,300 Housing Choice Vouchers for non-elderly persons with disabilities, allowing them to live independently. HHS will use its network of state Medicaid agencies and local human service organizations to link eligible individuals and their families to local housing agencies who will administer voucher distribution.

## New Special Use Vouchers?

- Chronic Homelessness Demo (FY11?) = HUD + SAMHSA
  - 4,000 vouchers
- Family Homelessness Demo (FY11?) = HUD + ???
  - 6,000 vouchers
- HUD's response to the Federal Plan to End Homelessness (FY12?) = HUD Vouchers/PH/MF Units + SCs + services from ???
  - ???# units??

## Youth Programs

- Interagency Working Group on Youth Programs
  - [www.findyouthinfo.gov](http://www.findyouthinfo.gov)
  - HUD hosted coordinating meeting June 30-July 1 – materials available online
- Office of Juvenile Justice & Delinquency Prevention (OJJDP) Council
  - [www.juvenilecouncil.gov](http://www.juvenilecouncil.gov)
- Federal Mentoring Council
  - [www.nationalservice.gov](http://www.nationalservice.gov)
- Youth In Transition – 30 state Task Forces – are you on yours?
  - <http://www.solutionsdesk.ou.edu/>
- National Forum on Youth Violence (White House Initiative)
  - 6 target cities – Detroit, Chicago, Memphis, Salinas, San Jose, Boston

## Department of Energy

- HUD and DOE signed an MOU related to \$5 billion in Weatherization funds.
- The MOU streamlines the eligibility process for residents in approximately 1.1 million public housing units, another 1.2 million privately owned federally-assisted units, and some 950,000 units financed with Low Income Housing Tax Credits (LIHTC).

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## Housing Authority of Portland

- Weatherization funds flow through Multnomah County; HAP has existing relationship with them and manages contracts.
- HAP is in discussion with Laborers Union to submit a joint application that would include a proposal to train residents to do weatherization and perhaps start an apprenticeship program.

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## Department of Commerce BROADBAND TECHNOLOGY OPPORTUNITY GRANT (BTOP)

### Public Computer Centers and/or Sustainable Broadband

- Eligible Applicants:
  - PHAs and/or Neighborhood Networks Centers
  - Nonprofits, for-profits, state, local, tribal governments, private industry
  - **Recommendation**: Submit applications in partnership
- [www.neighborhoodnetworks.org](http://www.neighborhoodnetworks.org)

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### Housing Authority of Portland

- Has NN sites at their 2 HOPE VI sites.
- A third center is located at an affordable housing development. It is staffed through an MOA with Mount Hood College.
- In collaboration with local partners, HAP submitted two grants under BTOP.

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## HUD – Dept. of Labor Agreement

- PHAs and Workforce Investment Boards (WIBs) should work together to identify training and employment opportunities associated with ARRA-funded capital improvement projects
- PHAs and contractors should list jobs (e.g. Section 3 jobs) with their local WIBs.
- See HUD-DOL Secretaries' letter and FAQ on [www.hud.gov/recovery](http://www.hud.gov/recovery)

*Did you see it? Did you do anything?*

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## HUD/DOL

- Job Corps: DOL has identified 8 “underenrolled” Job Corps sites; Field Offices and PHAs near those sites have been contacted.
- YouthBuild: YouthBuild is green! HUD is encouraging collaboration between YB and PHAs.

*Who's Connected?*

- Green Jobs Training
  - DOL-ETA's Pathways Out of Poverty Training Grant - PHAs were recommended partners and several collaborations with PHAs were awarded

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## Housing Authority of Portland

- With Unions and local Workforce Investment Board, is involved in the Evening Trades Apprenticeship Program (ETAP).
- 103 ETAP graduates were hired in construction jobs at their first HOPE VI site.

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## Department of Transportation

- NOFA offers HUD's Community Challenge Planning Grants and Department of Transportation planning grants to state and local government entities.
- Visit <http://www.grants.gov>.  
Contact [TIGERIIIGrants@dot.gov](mailto:TIGERIIIGrants@dot.gov) or [sustainablecommunities@hud.gov](mailto:sustainablecommunities@hud.gov); Robert Mariner, DOT, 202-366-8914; or Zuleika K. Morales-Romero, HUD, 202-402-7683, [zuleika.k.morales@hud.gov](mailto:zuleika.k.morales@hud.gov).
  - Closed August 23, 2010

## Transformation Initiative

- Regional Service Coordination Conferences
- Prisoner Re-Entry in PH Demonstration Program (proposed)
- Healthy Neighborhoods Demonstration Program (proposed)
- FSS Demonstration/Evaluation Program

## Choice Neighborhoods

- PHAs, Cities, non-profit and for-profit developers may apply
- Whole neighborhood, not just PH
- Provision of services to encourage self-sufficiency, relocation assistance and tracking will continue to be important.
- Coordination with Promise Neighborhoods at Department of Ed
- Focus on coordination with other federal agencies such as Labor and Justice
- Coordinating local resources.
- [www.hud.gov/cn](http://www.hud.gov/cn)

## There's More!!

- Resident Participation Funds (\$25/unit)
- Section 3
- Guidance on Community Service Requirement
- Evaluation of/Guidance on Earned Income Disregard
- Public Housing Newsletter upcoming
- Resident Services Resources Web Page
- Best Practices Web Page?
- Evaluation of MTW innovations
- PIH Office of Field Ops – “Networks”
  - 6 “networks” made from 10 HUD Regions
  - Subject Matter Experts on Supportive Services and Collaborations in each “network”

## And what about the rest of HUD?

- CPD
  - CDBG – 20% may go to supportive services
  - Neighborhood Stabilization Program I, II and III
  - Continuum of Care – where are the PHAs?
    - Convert units/Partner with Supportive Housing?
  - Rapid Re-Housing Program
- Multi-Family Housing
  - Neighborhood Networks
    - [www.neighborhoodnetworks.org](http://www.neighborhoodnetworks.org)

## Preservation, Enhancement and Transformation of Rental Assistance (PETRA)

- Not a “done deal”
- First time ever resident consultation on this scale – and at request of the Secretary
- Good Faith
- [www.hud.gov/FY2011budget](http://www.hud.gov/FY2011budget)
  - TRA
  - [tra@hud.gov](mailto:tra@hud.gov)

## Other Tenant Rights and Opportunities

- Residents of converted properties would continue to pay “Brooke rents” (typically, 30 percent of adjusted income). Conversion would not be grounds for eviction, and eviction after conversion would be permitted only for good cause. PHAs would continue to be required to have at least one assisted tenant on their board. PHAs with 550 or more vouchers and remaining public housing units would continue to be subject to annual planning requirements, and residents of all HUD-assisted properties owned by the PHA would be eligible to participate in the planning process.
- Residents of converted properties (and potentially other HUD-assisted tenants, including voucher holders) would have the right to organize independently of their landlords or PHA, like the rights now enjoyed by residents of HUD-assisted multifamily properties. HUD would make funding available to support such resident organizing efforts through a competitive process in place of the formula funding that is now available only through the public housing operating subsidy. HUD proposes to guarantee informal hearing rights to applicants and residents of converted properties.
- We propose to include in the TRA legislation policy changes to enhance the economic well-being of HUD-assisted families. These proposals could include creating more uniform policies regarding the rights of HUD-assisted tenants to a share of the employment, contracting and self-sufficiency opportunities generated by HUD funding.
- **What are the best practices that we should replicate in terms of hearing rights from HUD’s various rental assistance programs (or other similar programs)?**

## So, what about Supportive Services FUNDING at HUD?

- HUD Policy Priorities
  - HUD sees itself as a bricks-and-mortar institution
  - Services, while important, should be sought elsewhere
- Funding
  - \$50m for ROSS-SC/PH FSS in 2010
  - \$60m for HCV FSS in 2010
- The old ROSS model competition was arduous and expensive – for applicants AND HUD

## Conclusion?

- After much consultation with the applicant community, it was determined that with Asset Management and Operating Subsidy pro-ration, the most important factor in sustaining resident services was the salary of a dedicated person
- Streamlined application process – for applicants and HUD

SERVICE COORDINATION

## 2009 NOFAs

- PH FSS awards announced in January
- New format/formula for HCV FSS
- ROSS-SC announced in May

## 2010 NOFAs

- Check “Funds Available” page
- All grants.gov
- Process late this year
- PH FSS, HCV FSS, ROSS-SC all available in 2010 through competition
- *Cap Fund Facilities NOFA*

## FY11-FY12

- ???
- Merger of HCV and PH FSS?
- Inclusion of multi-family residents?
- \$o dedicated Service Coordination Funding?

*What's YOUR value added? Do you know?*







## OK, Service Coordination!!

**Service Coordination provides a vital link between the resident, the community and its resources.**






**Service Coordinators connect frail, disabled residents and families with available community support services.**

**Support services can empower residents to remain living independently and as self sufficiently as possible in their community.**

### ***Benefits of a Service Coordinator to Residents:***

-  Keeps residents living independently
-  Enhances self-esteem and self-sufficiency
-  Increases safety
-  Promotes a sense of fellowship and a greater sense of community.
-  Increases the ability to meet basic life needs; educational, job skills and employment needs; and meeting and maintaining financial obligations
-  Increases respect for resident's choice

### ***Benefits of a Service Coordinator to Owner/Managers:***

-  Improves marketability and visibility of the project in the local community
-  Protects the owners investment
-  Reduces resident calls, interruptions, complaints and minor repair requests
-  Reduces crisis management as resident needs are identified and addressed *before* they reach crisis proportions
-  Increases knowledge of services provided in the area



## Benefits to Property Management

- New Research shows that Service Coordinators on-site:
  - reduce evictions,
  - Reduce turn-over and
  - Reduce property damage
- FSS/ROSS STAFF – USE THIS INFO TO ADVOCATE FOR YOURSELVES!!!

## Benefits to the Community

- Program Coordinating Committee
  - Gap Assessment
  - Coalition-building
- The PCC makes FSS Programs uniquely prepared for ROSS-SC

## Who's doing it already?

- American Association of Service Coordinators (AASC)  
[www.servicecoordinator.org](http://www.servicecoordinator.org)
- National Resident Services Collaborative  
[www.residentservices.org](http://www.residentservices.org)
- <http://residentservices.org/best-practices.asp>
- Neighborworks Training – [www.nw.org](http://www.nw.org)
- National Association of Residents in Affordable and Assisted Housing – [www.narsaah.org](http://www.narsaah.org)
- National Center for Health in Public Housing – [www.healthandpublichousing.org](http://www.healthandpublichousing.org)

## Service Coordination Best Practices...

- Partnership, partnership, partnership
- Local foundation with dedicated supportive services fund
- Use your PCC to apply for grant funding to serve your residents
- PHA-affiliate non-profits
- BE ACTIVE in your community... Con Plan, Continuum of Care, etc.
- Program graduates as mentors

## Organizational Culture

- HA is part of the community
- All staff is empowered to look for and initiate community connections
- Cross-train staff
- ED is involved with community decision-making
  - CDBG/Consolidated Plan process
  - Continuum of Care

## Bloomington Housing Authority (IN) Mission

- *To be integral to the community's diverse cultural life and*
- *To administer public funds using available resources in a manner which will allow the Bloomington Housing Authority to*
- *offer a variety of affordable housing opportunities and*
- *supportive services that foster stability and self sufficiency through*
- *creative partnerships while*
- *servicing our customers with the highest level of professionalism and respect.*

<http://www.bhaindiana.net/>

## How?

- The city, organizations, universities, etc. are mandated to provide services to at-risk populations...
- You've got the people they're looking for all in one place!

## University Partnerships

- Use students at all levels to provide services
- Use students/interns to research and coordinate fundraising initiatives
- Community Colleges using HA space for classes
- Students/Interns to install/maintain computer labs
- If you have an MSW on staff, they can supervise MSW interns. (Be aware of licensing requirements)

## Community Partnerships

- Banks/Credit Unions (Financial Literacy = BIG DEAL!!)
- City/State Dept of Health, Child & Family Services, etc.
- Local FQHCs
- Lion's Club/Rotary/etc.
- City Neighborhood Improvement Grants
- Local Foundations
- USE YOUR FSS PROGRAM COORDINATING COMMITTEE (PCC)!!

## Resident Association(s)

- Working with your RA(s) can reap great rewards
  - Establish the RA as a 501(c)(3)
  - When residents are involved, they know about the work you're doing
  - Residents know what they need and how to get other residents involved
  - RAs can apply for ROSS-SC

## For More Information – our team

- Youth/Youth in Transition – Maria Queen – [maria-lana.queen@hud.gov](mailto:maria-lana.queen@hud.gov)
- Prisoner Re-Entry & HUD/HHS Community Living Collaborative – Pamela Lawrence – [Pamela.lawrence@hud.gov](mailto:Pamela.lawrence@hud.gov)
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- Health/Health Collaborative – Carol Payne – [Carol.payne@hud.gov](mailto:Carol.payne@hud.gov)
- With Every Heartbeat is Life – Len Clay – [len.clay@hud.gov](mailto:len.clay@hud.gov)
- Neighborhood Networks/Broadband – Dina Lehmann-Kim – [dina.lehmann-kim@hud.gov](mailto:dina.lehmann-kim@hud.gov)

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