

FOR HOUSING AUTHORITY COMMISSION MEETING OF:

December 10, 2018



PROGRAM MANAGEMENT REPORT

COMMUNITY CONNECTIONS:

Change is Inevitable

For members of the Client Services Team at SHA, it is with very heavy hearts that we bid farewell to Ms. Kellie Battaglia, Client Services Manager. A promotion and transfer to the Ashland area for her husband meant that her path had suddenly changed course. Her incredibly strong and positive leadership made it possible for SHA staff to not only pick up the gauntlet of housing the chronically homeless, but she empowered us to do it exceptionally well. The original core team of HRAP consisted of Kellie, alongside Ms. Sonya Ryland, Housing Stability Lead Case Manager and supported by Ms. Pamala Garrick, Grants & Emergency Housing Network Coordinator. Under the watchful eye of Administrator Mr. Andrew Wilch, this assertive and dynamic housing model that was so foreign to our community just a single year ago, has now housed more than 100 individuals with a retention rate well above the national average for Housing First programs.

Since the beginning in July 2017, HRAP has worked diligently to execute the Housing First model with exceptional fidelity. The staff has added three additional Case Managers to serve the growing enrolled population, now in excess of 200. With nearly half of those waiting for their housing placement, HRAP is doubling down on their efforts to bring more landlords to the table. An unprecedented opportunity for landlords was offered this week at SHA. Mr. Stephen Goins from Northwest Human Services came and conducted the first "Homeless Brain and Trauma Informed Care" presentation specifically for landlords. The response by landlords was very encouraging. Their willingness to help serve this population only increases the more we are able to de-mystify the challenges our clients experience each day.

Additionally, SHA is convening a meeting of strategic partners with the goal of securing Medicaid reimbursement for their Case Management services. If successful, HRAP will have the sustainable source of funding needed to grow it fully to scale. There is much work ahead and the HRAP Team remains more dedicated than ever before to creating Permanent Supportive Housing for the most vulnerable homeless persons in our community.

PROGRAMS

Security Deposit Assistance

Eligible households have incomes less than 50 percent of area median income and lack the means to pay a security deposit.

Emergency Housing Programs

| Program | Program Budget | Expended to Date | Program Balance | Families Served to Date | Average Assistance Per Family | Budget Period | Percent Budget Year | Percent Budget Spent |
|------------------|----------------|------------------|-----------------|-------------------------|-------------------------------|----------------|---------------------|----------------------|
| Security Deposit | \$81,000 | \$1,198 | \$79,803 | 2 | \$ 598.75 | 12/2017-9/2018 | 58% | 1.5% |

SHA has secured 2018-2019 HOME funds of \$90,000 for the provision of Security Deposits equal to one month's rent. Currently, the US Department of Housing and Urban Development (HUD) guidelines are making it difficult for the voucher holders to lease up.

General Housing Programs and Client Profile

Section 8 Housing Choice Vouchers

SHA administers the Section 8 Housing Choice Voucher Program providing subsidies to eligible participants to rent from private landlords. The Housing Choice Voucher Program currently serves 3027 households. Vouchers can be used at several SHA sites as well as privately owned properties.

Veterans Assistance Supportive Housing Programs (VASH)

SHA administers two VASH programs with 68 total vouchers in partnership with the Veterans Administration. The Veterans Administration screens and refers eligible veterans to SHA. The VASH tenant-based program provides vouchers to at risk homeless veterans. VASH vouchers can be used at several SHA owned properties as well as privately owned properties. Currently, we have 61 of 68 housed and 6 issued and looking for suitable rentals.

Family Unification Vouchers

SHA entered into an agreement with the Department of Human Services after receiving 100 Family Unification Vouchers from the Department of Housing and Urban Development. This program serves three types of families experiencing barriers to finding stable housing: 1) parents reuniting with children returning from foster care; 2) parents that need to provide a stable living environment to avoid having their children removed from their home; and 3) youth 18 to 21 years of age who have recently left the foster system and need to return to their parent's home. Ninety-six households are currently served with Family Unification Voucher

Section 8 Moderate Rehabilitation

Private property owners offer 36 rehabilitated rental units in the Salem-Keizer area through HUD's Moderate Rehabilitation Program. SHA refers eligible housing applicants to these properties when there are vacancies.

Public and Affordable Housing

SHA owns and manages 245 public housing units for low-income families at 30 percent of monthly gross income (80 percent below median), and 392 affordable (non-federal) housing units to families that meet specific income requirements.

Business Profile

Housing Choice Success Fund: Increased Housing Choices for Voucher Holders

With wait lists for Housing Choice Vouchers being measured in years of time, it becomes critically important that those who do receive a voucher to be successful in both their housing search and their capacity to sustain housing stability. The proposed Housing Success Fund would be intended to support both the housing search process as well as removal of barriers to accessing housing.

The priority areas of focus for such a fund would be:

- Costs related to acquiring affordable housing
- Housing Lease-Up supports and barrier reduction
- Housing retention supports focused on lease violations and mediation with landlord
- Landlord incentives and recruitment strategies

Ideally, this proposed program would be designed to help leverage maximum use of federal funds through a competitive grants process.

SHA would offer that although such tenant supports may increase housing lease up and retention, it is important to recognize that such service rich approaches carry a heavy burden to the infrastructure of the administering agency. Although some barriers to housing can be quickly remedied through financial supports, such as security deposits, acquiring personal documents and paying application fees, there is more to consider.

Long-term housing stability rests upon a person not only having affordable housing, but having sufficient income to pay utilities, food, clothing, health care related expenses and household basic needs. These are all non-food items which are neither available for purchase with food stamps, nor from most food security programs such as a food bank. Stability for voucher holders must include a braiding of supportive financial options, mainstream benefits, service engagement and access to resources and referrals when unplanned needs arise. SHA is hopeful that such a comprehensive approach to housing supports will be considered.

A fund, although a welcome addition to existing supports for tenants, must also be sufficient to cover the costs related to an agency for adding the administration of such a fund. Case management is essential to determining the funds are accessed and utilized as intended, to provide additional resources to meet needs before dispensing funds, and to provide proactive interventions to effectively address low level needs before escalating into crisis for the resident. Funds must empower the administering agency to hire sufficient staff to support the voucher holders effectively, or the additional investment will yield only momentary benefit rather than the long-term goals which are envisioned.

