New Orleans-Jefferson Parish-Kenner Homeless CoC
Moving On Initiative

May 12, 2020
Welcome!

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1. Make sure chat bubble on bottom is blue (active).

2. Make sure your chat box is expanded so you can see chats – click the blue greater than symbol.

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Agenda

Introductions, Welcome, and Local Context

Intro to Moving On

Guiding Principles
Engaging Tenants and Staff around Moving On

Phases of Moving On

Long Term Services
Assessment
Preparation
Transition and Aftercare

Partnerships with Local PHAs
CSH is working with seven communities to help them design and implement Moving On programs, or deepen work already underway.
Introduction to Moving On
Background

• Moving On programs enable people who are able and want to move on from permanent supportive housing (PSH) to do so by providing them with affordable housing, services, and resources to set them up for long-term stability and success.

• Primary goal: to support independence and choice for those who are ready and desire to move on from PSH.

• Moving On may take the form of a physical move to a new home, or a ‘transition in place’ arrangement.

• In Greater New Orleans, Moving On is also available to RRH tenants. PSH tenants are prioritized, and Moving On should only be considered for RRH that will not be able to maintain housing stability without long-term rental assistance.
Dual Benefit

- Supports choice and is positive for tenants who feel ready to make the transition from PSH
- Frees up PSH for people experiencing homelessness who need the intensive services
## Guiding Principles

<table>
<thead>
<tr>
<th>Voluntary</th>
<th>Collaboration</th>
<th>Shift to Greater Independence</th>
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</thead>
<tbody>
<tr>
<td>• Tenants are able to make an <em>informed choice</em> about if and when they want to engage in the Moving On process</td>
<td>• Requires collaboration of mainstream housing resources and community-based services with CoCs and PSH providers</td>
<td>• PSH services evolve over time to position tenants for Moving On</td>
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<tr>
<td></td>
<td></td>
<td>• Connections to mainstream supports ensure long-term stability</td>
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</table>
Building a Culture Supportive of Moving On

• A culture of Moving On *is*:
  • Strengths based
  • Recovery oriented
  • Rooted in tenant choice and self-determination
  • Focused on long-term stability and success

• A culture of Moving On *does not*:
  • Force tenants to move on
  • Mean that all tenants need to move on
  • Assume that if tenants are ready to move on they don’t need any help with the preparation, transition, or after the move.
Discussion: Building a Culture Supportive of Moving On

• What is the culture around Moving On in your agency, if there is one? Does it differ between staff and tenants?
• Do you ever have conversations with tenants about the possibility of moving beyond PSH? If so, when do these conversations happen?
Engaging Tenants and Staff Around Moving On

• **Key framing:** tenants can stay in PSH for as long as they need. If at some time they come to a point where they no longer want and need services, the provider can help them pursue the goal of Moving On, as they would any other service plan goal established by the tenant.
Motivational Interviewing

**Principles**
- Express Empathy
- Develop Discrepancy
- Avoid Argumentation
- Roll with Resistance
- Support Self-Efficacy

**Strategies (OARS)**
- Open-ended questions
- Affirmations
- Reflective Listening
- Summarize
Stages of Change

- Pre-contemplation
- Contemplation
- Preparation
- Action
- Maintenance
Phases of Moving On

Long-Term Services
Assessment
Preparation
Transition and Aftercare
Phases of Moving On

- **Long-term supports**: Throughout household’s time in PSH
- **Engagement and Assessment**: When tenant has expressed interest in Moving On
- **Preparation**: Once tenant has decided to pursue Moving On
- **Transition**: After unit has been identified
- **Aftercare**: After household leaves PSH
Services while tenants are in supportive housing

Long-term services that position tenants for success with Moving On

- Credit history and score; addressing problematic debts; financial literacy
- Advanced tenancy and conflict-management skills
- Social and community-based connections
- Legal services; cleaning up RAP sheet
- Employment, education, community connections
- Activities of Daily Living (ADLs); Instrumental ADLs
- Health, mental health, substance use
- Stabilization and basic needs
Credit, Debt, and Financial Literacy

• Negative or limited credit history, significant debt, and specific types of problematic debt can be prohibitive to financial well-being and Moving On.

  • **Credit history and score:** A credit report includes information about current and past credit accounts (e.g. credit cards, loans, certain past due bills, etc.). A credit score is based on this history, particularly factors including bill payment history, amount of debt, and recent credit history, among others.

  • **Problematic debt:** Debts that can result in wage garnishment, tax refund interception, liens, and legal penalties can put tenants on an unstable financial footing, impact credit scores, disincentive tenants from increasing income through work, and make it impractical to pursue Moving On. Such debts may include child support, alimony, consumer and medical debts, justice-related financial obligations, tax debts, and student loans.
Long-term Supports: Finances

• Credit history/score and problematic debts can impact a person’s ability to:
  • Obtain a Housing Choice Voucher (HCV) – owing a debt to any PHA in connection with federally assisted housing programs makes a household ineligible for assistance.
  • Rent an apartment, even when they have an HCV.
  • Set up utilities – often tenants must pay arrears and provide a significant security deposit.
  • Obtain cell phone and cable services – can impact if a deposit is needed and what the payment rate is.
  • Get a job – may factor into employment decisions, or may result in significant wage garnishment.
  • Obtain and/or pay reasonable rates for insurance, credit cards, and loans.
# Long-term Supports: Finances

How to support tenants around credit, addressing problematic debts, and increasing financial literacy:

<table>
<thead>
<tr>
<th>Agency Level:</th>
<th>Develop partnerships with reputable agencies with relevant expertise:</th>
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<tbody>
<tr>
<td></td>
<td>- Organizations that provide financial and credit counseling services and financial literacy resources and programs</td>
</tr>
<tr>
<td></td>
<td>- Legal services agencies</td>
</tr>
<tr>
<td></td>
<td>- Local Offices of Child Support/Child Support Enforcement</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tenant Level:</th>
<th>Connect the dots between credit, debt, and goals</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Connect to specialized services as appropriate</td>
</tr>
<tr>
<td></td>
<td>Support in implementing plans created with partner agencies</td>
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<tr>
<td></td>
<td>Mental/behavioral health supports</td>
</tr>
</tbody>
</table>
Discussion:

• Do you have conversations with tenants around any of these financial topics?
• Are any of these issues that your tenants struggle with?
• Do you have any partners that you work with or refer clients to around these or other financial topics?
Assessment
Moving On Assessment and Application

Three components:

Eligibility Assessment
- Determines if tenant is stable and likely to be able to live independently without services

Screening Packet
- Screens for CoC Moving On program eligibility and pre-screens for Housing Choice Voucher eligibility

PHA Application
- Apply to PHA that serves area where tenant currently resides
### "Moving On" Participant Eligibility Assessment

**Program Participant Name:** ____________________________  **HMIS #:** ______________

<table>
<thead>
<tr>
<th>Housing</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rent or Occupancy Fee Payment</strong></td>
<td>Payee/Tenant has not paid rent for last 6 months or has only paid on time 1-3 times in last 12 months</td>
<td>Payee/Tenant has paid rent on time 4-6 times in last 12 months</td>
<td>Payee/Tenant has paid rent on time 7-9 times in last 12 months</td>
<td>Payee/Tenant has paid rent on time every month for the last 12 months</td>
<td></td>
</tr>
<tr>
<td><strong>Rent or Occupancy Fee Arrears</strong></td>
<td>Tenant has outstanding rent arrears &amp; is not willing to set up payment plan</td>
<td>Tenant has 6+ months of rent arrears &amp; has set up a payment plan</td>
<td>Tenant has less than 3 months of rent arrears &amp; is current on payment plan</td>
<td>Tenant has no rent arrears</td>
<td></td>
</tr>
<tr>
<td><strong>Utility Bill Payment</strong></td>
<td>Tenant has paid utility bills on time for 1-3 months in last 12 months</td>
<td>Tenant has paid utility bills on time for 4-6 months in last 12 months</td>
<td>Tenant has paid utility bills on time for 7-9 months in the last 12 months</td>
<td>Tenant has paid utility bills on time for 10-12 months in last 12 months OR utilities are included in rent</td>
<td></td>
</tr>
<tr>
<td><strong>Utility Arrears</strong></td>
<td>Tenant has outstanding utility arrears &amp; is not willing to set up payment plan</td>
<td>Tenant has less than $500 in utility arrears &amp; has set up a payment plan</td>
<td>Tenant has less than $250 in utility arrears &amp; is current on payment plan</td>
<td>Tenant has no utility arrears OR utilities are included in rent</td>
<td></td>
</tr>
<tr>
<td><strong>Safe Living Environment</strong></td>
<td>Tenant had 5+ contacts with police and/or landlord re: disruptive activities or unsafe conditions in the unit in last 12 months</td>
<td>Tenant had 3-5 contacts with police and/or landlord re: disruptive activities or unsafe conditions in the unit in last 12 months</td>
<td>Tenant had 1-2 contacts with police and/or landlord re: disruptive activities or unsafe conditions in the unit in last 12 months</td>
<td>Tenant had no contacts with police and/or landlord re: disruptive activities or unsafe conditions in the unit in last 12 months</td>
<td></td>
</tr>
<tr>
<td><strong>Lease, Rental or Occupancy Agreement</strong></td>
<td>Tenant has been in supportive housing less than 12 months OR has held a lease, sub-lease, rental or occupancy agreement less than 12 months</td>
<td>Tenant has been in a supportive housing program &amp; has held lease, sub-lease, rental or occupancy agreement for 12-23 months consecutively</td>
<td>Tenant has been in a supportive housing program &amp; has held lease, sub-lease, rental or occupancy agreement for 24-36 months consecutively</td>
<td>Tenant has been in a supportive housing program &amp; has held lease, sub-lease, rental or occupancy agreement for 36+ consecutive months</td>
<td></td>
</tr>
</tbody>
</table>

**Housing Subtotal:**
Assessment

Providers may want to consider building some kind of screening question or two into their regular case management, or through surveys, at resident meetings, or in other forums, to give tenants an opportunity to express interest in Moving On and going to the next level by completing the application.

Keep in mind that tenants cannot reenter supportive housing after moving on, so it is important for providers and tenants to consider not only the information in the assessment, but any other relevant factors as the tenant contemplates the decision to pursue moving on.
Preparation Services
Preparation Services

- Identify a housing path – includes preparing tenants to make an informed choice about if they want to move on using the resources available to them.

- Navigate the screening, application, and resource utilization process.

- Supporting tenant wellness, including mental health support around fears and hesitation.
Housing Paths

Tenant in Scattered-Site PSH or RRH

Tenant in SRO or congregate PSH

Tenant ‘Transitions in Place’

Tenant moves to a new unit
Local Housing Resources for Moving Up

Housing Choice Vouchers (HCV)
• The HCV program, administered locally by numerous Public Housing Agencies (PHAs), provides rental assistance for low-income families, who typically pay 30% of their income for rent through the program, by paying the remaining portion of the rent, up to a designated local payment standard.

Mainstream Vouchers
• A special type of HCV with the additional requirement that households consist of one or more non-elderly (18 yrs< and <62 yrs) persons with a disability, which may include additional members who are not non-elderly persons with disabilities.

★ Also, keep in mind that if you have any tenants residing in a unit funded with a HUD Project-based Section 8 housing voucher subsidy, they are eligible to move with continued assistance (get a tenant-based HCV) after one year in the unit.
Housing Choice Vouchers: Screening for Eligibility

Although PHAs may establish additional eligibility criteria, PHAs are required to deny housing assistance if either of the following criteria are met:

- Any member of the applicant household is subject to a lifetime registration requirement under a State sex-offender registration program.
- Any member of the household has ever been convicted of drug-related criminal activity for manufacture or production of methamphetamine on the premises of federally assisted housing.
- Any member of the applicant household owes money to any PHA in connection with Section 8 or public housing assistance. (If this is the only barrier, provider can work with the tenant to help them pay off the debt).
Housing Choice Vouchers: Screening for Eligibility

In addition, at a minimum, the following conditions must be met:

- At least one member of the household is a citizen, or has eligible immigration status (42 U.S. Code § 1436a)
- Household must have annual income that does not exceed 50% of the area median income (Very Low Income)

New Orleans-Metairie, LA Metro Area VLI Income Limits, 2020:

<table>
<thead>
<tr>
<th>FY 2020 Income Limit Category</th>
<th>Persons in Family</th>
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<tbody>
<tr>
<td>Very Low (50%) Income Limits ($)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>24,650</td>
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</table>
Housing Choice Vouchers: How they Work

• The payment standard is the maximum amount for rent and utilities for a unit of a particular size for which the tenant will pay 30% of their income and the PHA will pay the remainder.

• Payment standards differ by PHA and number of bedrooms.

• In Orleans County, the Housing Authority of Greater New Orleans (HANO) uses Small Area Fair Market Rents (SAFMR) for eight counties (70112, 70115, 70116, 70118, 70119, 70124, 70125, and 70130), so payment standards also differ by zip code. SAFMRs allow the PHA to pay higher rates in areas of opportunity, but also means that they pay lower rates in areas of concentrated poverty.
Housing Choice Vouchers: How they Work

Housing Authority of New Orleans (HANO)

Payment Standards and Exception Payment Standards

110% of Fiscal Year 2019 Small Area Fair Market Rents (SAFMR) for Zip Codes 70112, 70115, 70116, 70118, 70119, 70124, 70125, and 70130

110% of Fiscal Year 2019 Fair Market Rents (FMRs) for all Other Zip Codes

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Studio</th>
<th>1 Bedroom</th>
<th>2 Bedroom</th>
<th>3 Bedroom</th>
<th>4 Bedroom</th>
<th>5 Bedroom</th>
<th>6 Bedroom</th>
<th>7 Bedroom</th>
</tr>
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<tbody>
<tr>
<td>70112</td>
<td>$1,276</td>
<td>$1,496</td>
<td>$1,771</td>
<td>$2,288</td>
<td>$2,618</td>
<td>$3,010</td>
<td>$3,403</td>
<td>$3,796</td>
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<tr>
<td>70115</td>
<td>$1,078</td>
<td>$1,265</td>
<td>$1,496</td>
<td>$1,936</td>
<td>$2,211</td>
<td>$2,542</td>
<td>$2,874</td>
<td>$3,205</td>
</tr>
<tr>
<td>70116</td>
<td>$891</td>
<td>$1,034</td>
<td>$1,232</td>
<td>$1,595</td>
<td>$1,826</td>
<td>$2,099</td>
<td>$2,373</td>
<td>$2,647</td>
</tr>
<tr>
<td>70118</td>
<td>$913</td>
<td>$1,067</td>
<td>$1,265</td>
<td>$1,639</td>
<td>$1,870</td>
<td>$2,150</td>
<td>$2,431</td>
<td>$2,711</td>
</tr>
<tr>
<td>70119</td>
<td>$913</td>
<td>$1,067</td>
<td>$1,265</td>
<td>$1,639</td>
<td>$1,870</td>
<td>$2,150</td>
<td>$2,431</td>
<td>$2,711</td>
</tr>
<tr>
<td>70124</td>
<td>$1,166</td>
<td>$1,364</td>
<td>$1,617</td>
<td>$2,090</td>
<td>$2,398</td>
<td>$2,757</td>
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<tr>
<td>70125</td>
<td>$935</td>
<td>$1,089</td>
<td>$1,287</td>
<td>$1,661</td>
<td>$1,903</td>
<td>$2,188</td>
<td>$2,473</td>
<td>$2,759</td>
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<tr>
<td>70130</td>
<td>$1,221</td>
<td>$1,430</td>
<td>$1,694</td>
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<td>$2,508</td>
<td>$2,884</td>
<td>$3,260</td>
<td>$3,636</td>
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<tr>
<td>All Other</td>
<td>$856</td>
<td>$998</td>
<td>$1,185</td>
<td>$1,535</td>
<td>$1,756</td>
<td>$2,020</td>
<td>$2,283</td>
<td>$2,547</td>
</tr>
</tbody>
</table>

Effective January 1, 2020
Using a Housing Choice Voucher

1. Tenant goes to briefing; PHA issues voucher
2. Tenant searches for housing or negotiates with current LL; LL stay in place
3. Tenant finds LL willing to rent to them or negotiates with current LL; LL completes Request for Tenancy Approval (RFTA)
4. PHA schedules and conducts Housing Quality Standards Inspection for the unit
5. Lease signed between tenant and LL; Housing Assistance Payments contract (between LL and PHA)-executed. Lease begins and tenant moves in (or remains in place)
Housing Choice Voucher Maintenance

Key Tenant Requirements:

- Recertify Annually
- Comply with other HCV program rules and the lease agreement
- Provide updates on changes in income and household composition to the PHA
Transition in Place

Although many tenants may want to pursue transition-in-place arrangements, not all will be able to do so. Considerations:

• The payment standard for the PHA may be different than the payment standard for CoC programs, particularly in Orleans County, because of SAFMR. If the payment standard for the HCV is lower than the CoC standard, the landlord would have to agree to receive less money in rent, or the tenant would have to pay more than 30% of their income to remain in place.

• Although CoCs also use HQS for inspections, there have been cases where PHA inspectors have caught issues that CoC inspectors did not. If the unit doesn’t pass inspection, the tenant will have to move to a new location or give up the voucher.

• Is the landlord willing to work with the PHA? Is the landlord willing to let the tenant sign another lease?
Helping Tenants Make an Informed Choice: Potential Benefits

✓ Opportunity to have a long-term affordable housing subsidy not attached to services
✓ Portability to anywhere in the United States with a PHA operating an HCV program, after one year in the current jurisdiction
✓ For tenants in SROs or other situations where they are sharing kitchens, bathrooms, etc. an HCV is an opportunity to grow into a place of their own
✓ Opportunity to reunite with family, move in with a partner, etc. that is not always available in PSH, especially in a single-site (congregate) project
✓ Passing on the opportunity to experience the benefits of supportive housing to an individual or family currently experiencing homelessness
Helping Tenants Make an Informed Choice: Other Considerations

• Tenants should understand that the HCV program has requirements too.

• The process may be long and challenging – it can be incredibly rewarding and positive for tenants once they make it all the way through, but they should know that it will require time and effort on their part so they won’t be discouraged when they’re not moving into a new unit a few weeks after applying for a voucher.

• Connecting tenants to peers that have been through the Moving On process can be extremely valuable in helping them get an idea of what the process is like, set reasonable expectations, and determine if they are ready for Moving On at this point.
Helping Tenants Make an Informed Choice: Other Considerations

• If a tenant wants to move to a new unit, help them with some preliminary housing searches based on the payment standard (amount of rent they can look for) for your area to set realistic expectations on the neighborhoods with available housing in their price range, types of units available, amenities (or lack thereof), etc.

• Tenants in single-site buildings in coveted locations with lots of amenities (subsidized laundry, free WiFi, activities, etc.) may find that they will not be able to find a comparable unit
Other Preparation Services - Tenant Wellness

• Ensure tenants are keeping up to date with physical and mental health appointments, and that they have a plan for maintaining their health after Moving On

• Fears and hesitation are common – tenants have experienced great instability in the past, and even when they’re excited about leaving they may have worries and a loss of confidence. Motivational Interviewing is an important practice in helping them explore ambivalence, gain confidence, and be able to continue with the process to meet their goals.

• Housing searches and rejections can be discouraging – tenants may feel stigmatized and even re-traumatized when having to explain issues that come up on background checks such as justice history, experience with housing court, etc. Providers should be prepared to help tenants address the emotional toll the process may have on them in the short-term.
Transition and Aftercare Services
Transition Services

- Connection to Community-Based Services
- Tenancy Education
- Resources Mapping
- Furniture
- Moving Plan and Expenses
- Utilities and Services
Aftercare Services

- When submitting a tenant application for Moving On, provide signs a certification committing to providing aftercare services for at least six months.

★ Best practice: Follow up with tenants around the time of their first recertification (about three months before their first lease ends) to ensure they successfully complete the process, meet PHA requirements, and renew their lease.
Aftercare Services

- Develop plan with tenant – when they can/should reach out; who their main point of contact will be
- Remind tenant of what, if anything they are still able to take advantage of or participate in with the provider (e.g. community-based services, social groups, holiday meals, etc.)
- During the aftercare period
  - Check ins to be sure everything is going okay, and give tenants an opportunity to ask questions or for help.
  - Be available if the tenant reaches out with needs.
  - When issues arise, offer problem solving and limited assistance, as appropriate, and help the tenant understand which mainstream, community-based services they can access now and in the future for similar issues.
- Work with the current landlord and if tenant agrees, the service provider can be notified if there are issues before they become bigger problems.
Partnerships with Local Public Housing Agencies (PHAs)
PHA Partners

- Kenner Housing Authority
  - Vouchers must be used within the City of Kenner
- Housing Authority of Jefferson Parish (HAJP)
  - Vouchers must be used in Jefferson Parish, but cannot be used within the City of Kenner
- Housing Authority of New Orleans (HANO)
  - Vouchers must be used in Orleans Parish

Eligible Moving On tenants must apply to the PHA that serves the area where they currently live. Requests for exceptions should be made to UNITY of Greater New Orleans, and will be considered on a case-by-case basis.
THANK YOU!