Implementing Effective Rental Assistance Programs

May 13, 2020

Florida Housing Coalition

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AFFORDABLE HOUSING CATALYST PROGRAM

Florida Housing
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we make housing affordable™

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The Florida Housing Coalition

- Statewide nonprofit provider of training and technical assistance
- From ending homelessness to first time homeownership
- Visit www.flhousing.org

Amanda Rosado,
Ending Homelessness Team Director
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Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- This PPT is included as a handout
- This webinar is being recorded and will be available on our COVID-19 Resource Page along with the attached handouts and all the questions and answers
- A survey will immediately follow the webinar; ***please*** complete it! Thanks!

Disclaimer!

- Eligible costs differ
- Requirements around housing standards differ
- Length of time of rent assistance and support services differ
- Allowable rent payments differ
- Visit HUD's website to view allocation information and guidance.
- Always check with your funder and contract terms
- Rent assistance table attached

Don't assume – Read the regulations!

Defining Rental Assistance

ASSISTANCE TYPE	DEFINITION	ASSISTANCE PROVIDED
Homelessness Prevention (HP) Other names: Eviction Prevention	Assistance that prevents a household from losing their housing or helps pay for other incidentals that would make housing unstable (utility shutoff)	Rental arrears, utility arrears, landlord-tenant mediation, tenant legal services, housing stability support services
Rapid Re-Housing (RRH) Other names: Short- or medium-term rental assistance; rent subsidies; tenant based rental assistance	Assistance that helps a household move into permanent housing and stabilize in housing	Rental assistance, move-in cost assistance (e.g. utility deposits, security deposits, last month's rent, etc.), housing stability support services

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Agenda

- Planning and Program Design
- Prioritization and a Tailored Approach
- Community Example – Gulf Coast Partnership
- Q&A/Wrap Up

POLL – Who's on the Line?

Planning and Program Design

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Planning for Rental Assistance

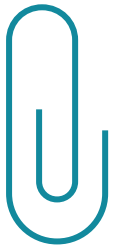
- Setting the planning table
- Identifying the needs
- Inventorying resources
- Checking in with a racial equity and social justice lens

Setting the Planning Table

- Local government(s) – may be multiple jurisdictions and/or multiple departments within a jurisdiction
- Homeless Continuum of Care (CoC)
- Philanthropy
- People representing subpopulations disproportionately affected by homelessness, poverty, and/or COVID
- People with lived experience of homelessness or poverty
- Who else?

Identifying the Needs

- Start with the data
  - CoC Point in Time Count
  - CoC By-Name or Prioritization List
  - COVID impact measures (e.g., Shimberg's COVID Housing and Workforce Indicators)
- Start from a people-centered perspective, not a money-centered perspective
- Identify priority or target subpopulations



Inventorying Resources

See Rent Assistance Table handout

Inventorying Resources

Program (Source) (See Notes 1 and 2)	Program abbrev.	Local administrator	Type of assistance (See Note 3)	Income eligibility (See Note 3)	Length of financial rent assistance (See Note 3)	Additional eligibi criteria (See Note 4)
Community Development Block Grant (HUD)	CDBG	Local government	HP, RRH	<80% AMI	Up to 3 months	
CARES Act Community Development Block Grant (HUD)	CDBG-CV	Local government	HP, RRH	<80% AMI	Up to 3 months	
HOME Investments Partnership Program (HUD)	HOME	Local government	HP, RRH	<80% AMI max but most often <60% AMI	Up to 24 months with TBRA (renewable)	
Emergency Solutions Grant (HUD)	ESG	Local government; Homeless Continuum of Care (CoC), administering State of Florida ESG	HP, RRH	None for RRH; <30% AMI for HP	Up to 24 months for HP, RRH	Households experiencing homelessness or a risk of homelessne
CARES Act Emergency Solutions Grant (HUD)	ESG-CV	Local government; CoCs	HP, RRH	None for RRH; <50% AMI for HP	Up to 24 months for HP, RRH	Households experiencing homelessness or a risk of homelessne
Continuum of Care (HUD)	CoC	CoC	RRH, PSH	None	For RRH, up to 24 months; For PSH, as long as eligible and assistance is desired	Households experiencing homelessness
Housing Opportunities for Persons with AIDS (HUD)	HOPWA	Local government; nonprofit providers	HP, RRH, PSH	<80% AMI	HP: Up to 21 weeks in a 52-week period through STRMU; RRH: security deposit and first month rent through PHP; PSH: ongoing through TBRA, leasing, and PBRA	Households with a member who has AIDS or is HIV+

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CARES Act Housing Opportunities for Persons with AIDS (HUD)	**HOPWA-CV**	**Local government; nonprofit providers**	**Prevention, RRH/Move-in**	**<80% AMI**	**Up to 24 months STRMU**	**Households with member who has AIDS or is HIV+**
Supportive Services for Veteran Families (VA)	SSVF	Nonprofit providers	Prevention, RRH	<50% AMI	For 30-50% AMI, up to 6 months in a 12-month period and up to 10 months in a 2-year period; For <30% AMI, up to 9 months in a 12-month period and 12 months in a 2-year period	Veteran household experiencing or at risk of homelessn
Veterans Administration Supportive Housing (VA and HUD)	HUD-VASH	VA Medical Center and Public Housing Agency	PSH	<50% AMI max but most often <30% AMI	As long as eligible and assistance is desired	Veteran household experiencing homelessness
Temporary Assistance to Needy Families (HHS – State of Florida – Department of Children and Families Office on Homelessness)	TANF	CoC	Prevention	<200% of federal poverty level	Up to 4 months	Households with dependent childre in the home
State Housing Initiatives Partnership (State of Florida – Florida Housing Finance Corporation)	SHIP	Local government	(1) Prevention, RRH/Move-in (2) Prevention, RRH/Move-in	(1) <50% AMI (2) <140% AMI	(1) Up to 12 months rent subsidies (2) Up to 6 months arrears or move-in housing costs	(1) Households experiencing homelessness with special needs (2) None

State Housing Initiatives Partnership (State of Florida – Florida Housing Finance Corporation – COVID/Disaster Funding	**SHIP**	**Local government**	**Prevention, RRH/Move-in**	**<140% AMI**	**Up to 12 months**	
Challenge Grant (State of Florida – Department of Children and Families Office on Homelessness)	Challenge	CoC	Prevention, RRH		Up to 12 months	Households experiencing or at risk of homelessne

Note 1: In addition to those presented, there are additional programs that can be utilized for rent assistance including, but not limited to, Section 202, Section 811, Section 521, Mainstream Housing Vouchers, Family Unification Program, Youth Homelessness Demonstration Program, Community Services Block Grant, FEMA EFSP, and Housing Choice Vouchers. Further, this table summarizes rent assistance programs only; it does not include assistance for mortgage payments, utilities, and similar expenses.

Note 2: This table offers a very high-level overview; in every case, applicable statutes, regulations, and official guidance should be consulted when designing programs. It should also be noted that there are numerous waivers available to enhance flexibility of the programs and official guidance should be consulted regarding waivers. It is expected that additional COVID-related waivers and guidance will continue to be issued.

Note 3: Abbreviations

- RRH = Rapid ReHousing
- PSH = Permanent Supportive Housing
- TBRA = Tenant-Based Rental Assistance
- PBRA = Project-Based Rental Assistance
- STRMU = Short Term Rent, Mortgage, and Utility
- PHP = Permanent Housing Placement
- AMI = Area Median Income

Note 4: Additional eligibility criteria may be established by the local community, as long as those criteria are not inconsistent with applicable statutes and regulations.

Checking in with a Racial Equity and Social Justice Lens

- Ensure that program outreach includes organizations and sites that reach all demographics (race, ethnicity, those with disabilities, sexual orientation, housing status, etc.)

- Pull and compare demographics for three points in the system
  - Demographic composition of low-income households in your community, including housed and unhoused households
  - Demographic composition of households applying for assistance
  - Demographic composition of households receiving assistance
- If you find disparities, adjust policies as needed to ensure equity

Program Design

- Coordinating funding sources and types of assistance
- Selecting the entity to administer the assistance
- Striking the right balance

Coordinating Funding Sources and Types of Assistance

- Coordinating funding and programs ensures maximum impact and mobilizes funding toward a common goal, taking into account the parameters of each source.
- Join our webinar dedicated to this topic
  - May 26, 2020 10:00am-11:30am (ET)
  - Register here

Selecting the Entity to Administer the Assistance

Select a nonprofit to administer the assistance with these characteristics in mind.

- Integration with the CoC, Homeless Management Information System (HMIS), and Coordinated Entry
- Experience administering federal and state rent assistance programs (e.g., ESG, CoC)
- Track record of spending down awards in a timely manner
- Positive monitoring reports for current programs
- Experience in housing problem-solving
- Staff and fiscal capacity

Striking the Right Balance

Simple Rent Assistance Programs (1)	Nuanced Rent Assistance Programs (2)
Easy to administer	More difficult to administer
Easy to budget	Budgeting requires estimations
Will expend funds quickly	Will expend funds over time
Can be managed by local gov't	Best managed by a nonprofit with expertise in administering such programs
More like a per-household income payment	More like assistance specifically for a housing need that can't be met otherwise (the "but for" approach)
Has the least impact on households that need help the most	Has the greatest impact on households that need help the most

(1) Example of simple program: $1,500 per household, first-come first-served, no target population

(2) Example of nuanced program: Financial assistance varies by household, uses prioritization method to help those with most needs, specifies target population, includes housing problem-solving approach and offers support services

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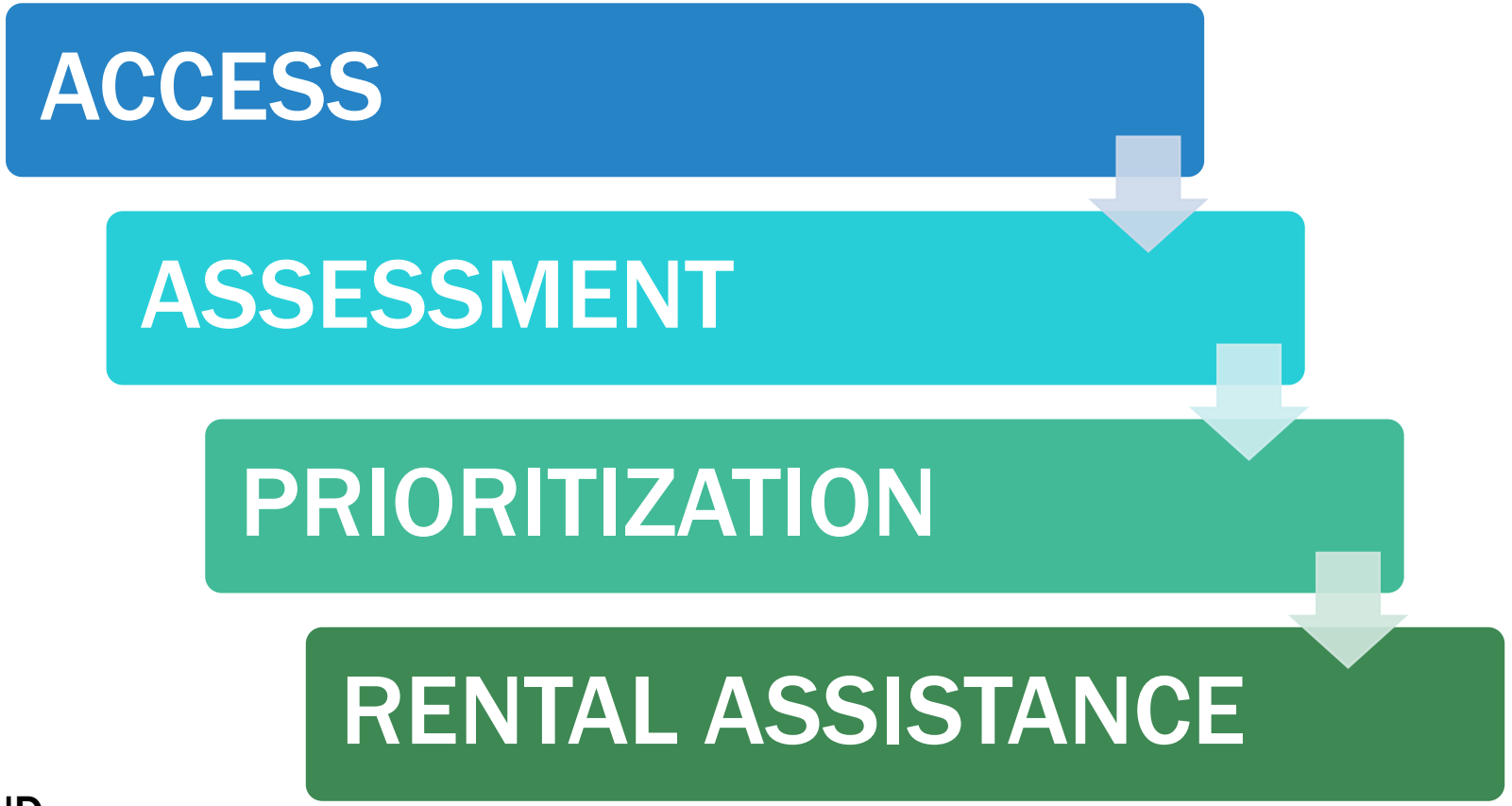
Four Core Components of Assistance



Adapted from HUD

Access - Considerations

- How are people accessing the assistance?
- Is there a central phone number (211?)
- Is it walk in or by appointment only?
- How are you providing outreach and “marketing” to ensure help is targeted to those who need it most?

Assessment - Considerations

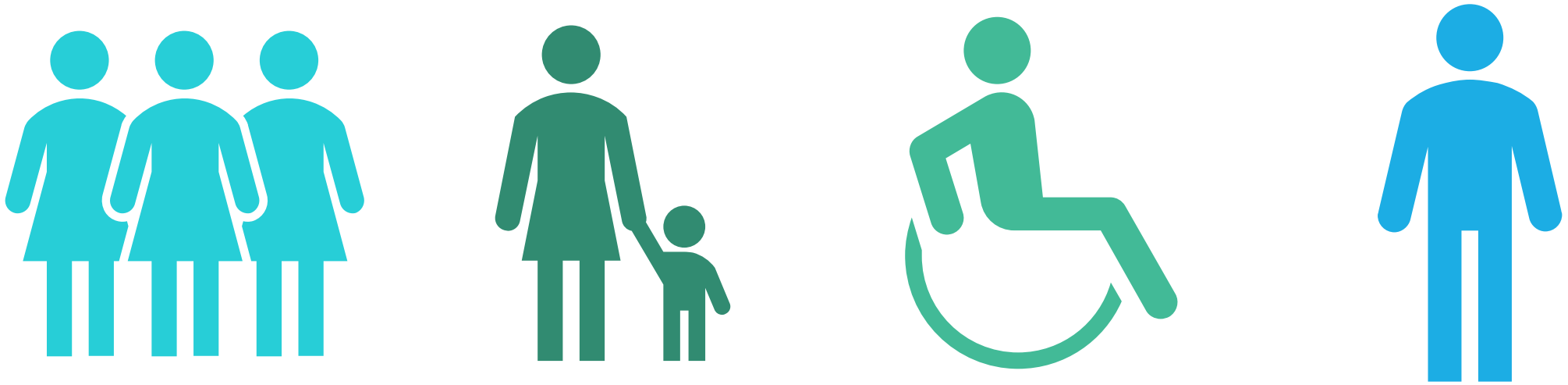
- What assessment tool are you using?
- Is it one application for assistance across programs?
- Does each program have its own application?
- Are the assessments done by a human service worker or housing staff?
- Are applicants required to fill out their own paperwork?

Prioritization - Considerations

- Which households will the program serve?
- Is this first come, first served until the money is spent? Or will there be a prioritization process?
- How do we know which households need assistance the most?

Rental Assistance - Considerations

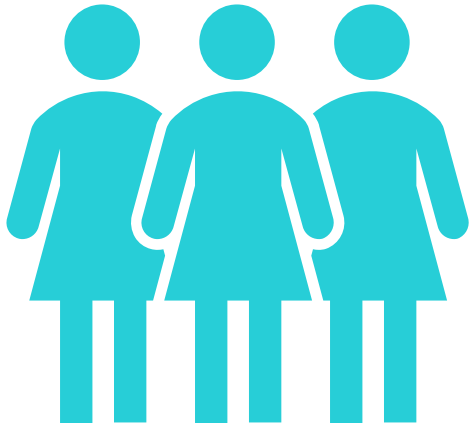
- How much money do we provide each household?
- What is the “cap” on assistance?
- Which program or funding source will best serve the household?
- What support services might be needed and who will provide those?

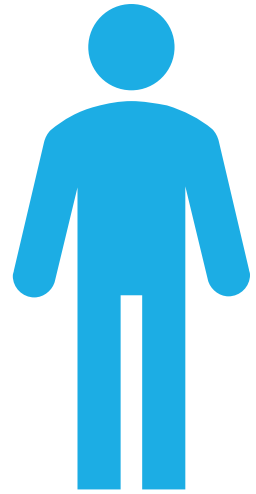


Prioritization and a Tailored Approach

Why prioritize?

- There are not enough resources
- Increased effectiveness
- If everything is a priority, nothing is a priority
- Helps those most in need – Highest Impact





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Prioritizing Assistance

- Terner Center estimates 994,200 renters are impacted
- Evictions are not 1:1
- Standardized assistance may be easier but may not help those most in need
- Effective v. Efficient
- HUD wants to end homelessness

Prioritization Tool – Housing Problem Solving or “Diversion”

FROM	TO
What assistance are you eligible for?	What would resolve your current housing crisis?
Assessment/eligibility	Problem solving conversation about household situation and resources

Prevention Prioritization Examples

- Targeting VLI/ELI renters
- Assessing what other supports the household may have (other financial supports, natural supports)
- Providing assistance to households who are most likely to become homeless if evicted
- Prioritizing households vulnerable to COVID-19

Rapid Re-Housing Prioritization Examples

- Utilizing the CoC's expertise and process for referrals
- Targeting a subpopulation – those most vulnerable to COVID-19, chronically homeless
- Prioritizing those who have zero to extremely low income
- Helping those in non-congregate shelter secure permanent housing

Subsidy Design

Rental Subsidy Type	Definition	Benefits	Considerations
Income-based	HH pays fixed percentage of income for rent	INCOME decrease = RENT decrease INCOME increase = RENT decrease	Cliff effect; disincentive
Flat	Fixed dollar amount subsidy based on apt size or rent amount	Predictable HH budget; HH can build savings; Predictable program budget	Cliff effect Income changes can affect client stability
Declining	Declines in “steps” based on timeline and/or milestones	Reduces cliff effect Helps goal setting	Milestones may not happen according to plan; could overdo or underdo

Progressive Engagement

Progressive Engagement is an approach to helping households **with minimal financial and support resources,** focusing only on providing “just enough” assistance.

Rationale – From the VA

- **Avoid false assumptions:** people who are very poor and may be disabled – including those who score high on assessment tools – *do not all need or want* more intensive or longer-term assistance. People who initially appear to need more may end up needing less – and vis-versa.
- **Individualization:** when a participant shows s/he needs more help, more help can be provided. Programs should offer the right amount of assistance for the right amount of time to meet individual needs.
- **Efficiency**: by avoiding providing more assistance than is required to end homelessness and prevent an immediate return to streets or shelter, programs can help more people, close housing placement gaps, and reduce the time people remain homeless.
- **Effectiveness:** rapid re-housing programs that use Progressive Engagement show high rates of success serving people with a wide range of needs.

Revisiting the Four Components

- Access
  - Coordinated process to reduce duplication of benefits and maximize community partnership
  - Households who need the assistance the most can access it
- Assessment
  - The right staff are administering uniform housing assessments to help you prioritize households
  - Having problem solving conversations to try and stabilize with minimal assistance
- Prioritization
  - There is an agreed upon, written process on how assistance is prioritized, and this process is evaluated as needed to be responsive and fill the gaps
  - Staff meet frequently to discuss who has applied for assistance to determine level of prioritization
- Assistance
  - Resources are tailored to the household – not too much, not too little
  - Voluntary support services are in place to help households achieve housing stability

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Community Example

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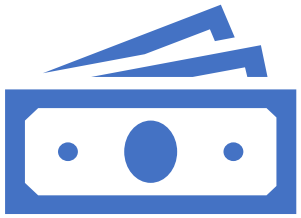
Community Organizations Active in Disaster (COAD)

May 13, 2020



System Development

1 - Identify Partners and Designate Roles

2- Develop Policies for Remote Case Management to Address Urgent Needs

3- Agree on a Universal Application for Clients to Access Multiple Sources of Aid

4 - Identify Funding

Sources of Funding

LIHEAP (Low Income Home Energy Assistance Program – Federal pass through)

EA/FHA (Emergency Assistance/Family Housing Assistance – County-funded)

TANF (Temporary Assistance to Needy Families – Federal pass through)

HEARTSHIP (Charlotte County Utilities program – customer-funded)

CSBG (Community Services Block Grant – Federal pass through)

SOS (Season of Sharing – United Way/Donated funds)

HUG (Hand Up Grant – Charlotte Community Foundation/Donated funds)

Financial Assistance Timeline

MARCH 2020

3/16 Partners met to Activate the COAD

3/17 **County Declaration of Emergency** & COAD & Financial Assistance website created

3/24 - **783** online applications for assistance received

3/25 COAD agreed to the elements of the Universal Application

APRIL 2020

4/1 All Human Services Staff moved to process financial applications

4/7 Fiscal staff trained and taking financial applications

4/13 Community Services staff began taking 211 calls

MAY 2020

5/1 Eligibility and funding amounts changing

5/8 Over $260,105 in assistance provided

5/16 Ban on evictions lifts

County and State will begin to re-open

Economics of “new normal”

Types of Assistance

Eligible

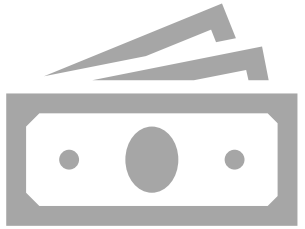
Rent/Mortgage

Utilities

Car Payments/Auto Insurance

Cell Phone/Internet Payments

Licensed Child/Elder Care Payments



Ineligible

Credit Card Payments

Tax Bills

Medical Insurance

Other Non-Essential Bills

Process

Initial Point of Contact

- Client applies online at www.COADFL.org
- Client attaches required documents to online application

Outreach

- County Human Services staff call the client
- County staff and client complete Universal Application on the phone
- County eligible payments are sent
- Client is referred to the Gulf Coast Partnership (CoC Lead)

Follow Up & Closure

- Gulf Coast Partnership follows up with client to determine if there are any unmet needs
- Payments are sent for all eligible outstanding needs
- Client is notified their case has been completed/closed
- HMIS Entry is completed for all transactions

Universal Application

CHARLOTTE COUNTY FLORIDA

COVID-19 Assistance File Checklist

Client Name: _____ Phone: _____

Application Date: _____ Contact Date: _____ Due Date (5 days from contact): _____

- Obtain the appropriate documents for the application and upload into the applicant's folder in the One-Drive. Move the folder to the Pending Folder once completed in full.

Rec'd	Date	
Y / N	_____	A. Completed **Case Review Sheet**
Y / N	_____	B. Completed **Human Services Assistance Application**. Use 2nd page only if 3+ HH members
Y / N	_____	C. **Photo ID** for all HH members age 18+
Y / N	_____	D. **Birth Certificates** for all children in HH (Shot Record, WIC card, or Student Info page w/ address from yourcharlotteschools.net Focus portal if cannot obtain BC)
Y / N	_____	E. **Social Security Card** for ALL HH members. (Can provide IRS document with full SSN in lieu of)
Y / N	_____	F. **Proof of all GROSS income** for past 30 days (wages, SS benefits, child support, UEI, pension, etc.) Wages for youth under 18 are not included, but unearned benefits (SS, TANF,etc.) are.
Y / N	_____	G. **Zero Income Statements** for all HH members 18+ with no income in the past 30 days.
Y / N	_____	H. Current **Food Stamp Award Letter** listing all household members if receiving F.S.
Y / N	_____	I. **Lease, W-9, and Prop. Appraiser printout for rent or Mortgage Statement and Prop. Appraiser**
Y / N	_____	J. Copies of **bills** requesting assistance for
Y / N	_____	K. **Proof of Crisis** due to COVID-19 (Paystubs showing previous hours, etc.)
Y / N	_____	L. **Policies Signature Release** and **DEO Signature Release** Complete
Y / N	_____	M. Ensure all documents are uploaded in the applicant's folder in One Drive
Y / N	_____	N. Cut Client folder from your Assignments folder and Paste into the Pending file

Created 3.24.2020

CHARLOTTE COUNTY Human Services

CASE OVERVIEW - COVID-19 ASSISTANCE

First Applied Date: _____ **Appl Complete Date:** _____ **Phone #:** _____

Client Name: _____ **Email:** _____

Assessment (Brief HH summary and why assistance requested due to COVID):

Receiving Food Stamps? Y or N **Number of Bedrooms (Rent/Mortgage Only)**_____

Request(s) (Check& Amt): ☐**Rent $**_____ ☐**Mortgage $**_____ ☐**Gas (for home) $**_____
☐**Electric $**_____ ☐**Water $**_____ ☐**Other $**_____

Status of Child Support:

Include GROSS income for past 30 days all household members from all sources, including wages, self-emp, TANF, child support, unemployment, Social Security, VA benefits, pensions, alimony, Worker's Comp, etc.
Earned Income (wages) for youth under 18 excluded, but SS and child support must be counted
***PLEASE LIST ALL HH MEMBERS BELOW AND ENTER 0 FOR INCOME IF None**

HH Member Name:								
Monthly Income #1								
Monthly Income #2								
Total Monthly								

HH Size: # Adults/Children: _____/_____ **Total HH Income: Monthly $**_____ **Annual $**_____

Income Limit: If monthly HH income is higher than below, then process SOS application or COAD app.

HH Size:	1	2	3	4	5	6	7	8	9
$Limit :	2081.67	2818.33	3550	4291.67	5028.33	5765	6501.67	7238.33	7975

Circle: Approved or Denied **Denial Reason: Over Income Info Not Provided No Crisis Other**
Explain: _____

Staff Completing Intake: _____ _____ _____
Sign Print Date

Edit/Review Staff Only: _____ _____ _____
Sign Print Date

LIHEAP: _____ **CSBG:** _____ **FHA:** _____ **EA:** _____ **TANF:** _____
SHIP: _____ **HeartShip:** _____ **SOS:** _____ **COAD:** _____

Created 3.23.2020

Human Services Assistance Application

STAFF USE ONLY:
Location:
☐Main (Loveland)
☐West Annex
☐Outreach
APPLICATION APPROVAL DATE:
CASE MANAGER/STAFF:

Name: (First M. Last) | ☐Rent ☐Mortgage ☐Electric ☐Water ☐Gas (for home/apt) ☐Other_____
DOB/AGE: | SSN: | Disabled? ☐Yes ☐No
Address:
City: | Florida County: Charlotte FL-602 | ZIP Code:
If less than 1 year, previous address:
Sex: ☐Male ☐Female | Number of people in the household: | Phone:
Marital Status: ☐ Married ☐ Partnered ☐ Single ☐ Separated ☐ Divorced ☐ Widowed
Education Level: ☐ 0-8 ☐ 9-12 ☐ High School Grad/GED ☐ 12+ Some Post-Secondary ☐ College Grad: _____ years
Race: ☐ White ☐ Black/African American ☐ Asian ☐ Native Hawaiian/Pacific Islander ☐ American Indian/Alaska Native ☐ Other
Ethnicity: ☐ Hispanic/Latino ☐ Non-Hisp/Latino | Veteran? ☐Yes ☐No | Primary Language: ☐ English ☐ Spanish ☐ Other
Applicant's income type(s): | Applicant's monthly income amount:
Other assistance: ☐ SNAP ☐ WIC ☐ Medicaid ☐ Medicare ☐ Employer insurance ☐ Other insurance ☐ TANF ☐ Child Support
Are you or any member of the household a Human Services employee or related to a Human Services employee? ☐ Yes ☐ No

HH Member 2 Name: | DOB/AGE: | SSN: | Race: | Ethnicity:
Monthly income: | Gender: ☐ M ☐ F | Relationship: | Disabled? ☐ Yes ☐ No | Veteran? ☐ Yes ☐ No
Education Level: ☐ 0-8 ☐ 9-12 ☐ High School Grad/GED ☐ 12+ Some Post-Secondary ☐ College Grad: ___years School: K-12
Other assistance: ☐ SNAP ☐ WIC ☐ Medicaid ☐ Medicare ☐ Employer insurance ☐ Other insurance ☐ TANF ☐ Child Support

Is there domestic violence? ☐ Yes ☐ No | Would you like a referral to C.A.R.E.? ☐ Yes ☐ No
Are all household members U.S. citizens or aliens lawfully admitted for permanent residence? ☐ Yes ☐ No
Dwelling Type? ☐Mobile Home-Own ☐Mobile Home-Rent ☐Owner-Occupied ☐ Rent:(circle APARTMENT, MOBILE, PRIVATE HOME)
Monthly Rent or Mortgage Payment: $_____ Utilities Included: ☐ Yes ☐ No | Does applicant live in government subsidized housing, such as Section 8? ☐ Yes ☐ No; Complex name: _____
Does applicant live in a dormitory, adult family care home, or any group living facility? ☐ Yes ☐ No | Facility name:
Have you or any member of your household received Neighborhood Services assistance in the last 13 months? ☐ Yes ☐ No
If yes, type of Assistance: ☐ Employment ☐ Education ☐ Housing ☐ Income/Asset ☐ Utilities ☐ Home Improvement ☐ Health/Behavioral

The information provided on this application, is to the best of my knowledge, true and complete. I understand that priority in providing assistance will be given to those households with the lowest income and greatest need, i.e. those households in which the elderly, disabled, medically needy, or children reside. I authorize the agency to make benefit payments on my behalf.
Applicant Signature Verbal Agreement Name: _____ Date: _____ Co-Applicant Signature Verbal Name: _____ Date: _____

STAFF USE ONLY: Application is ☐ Approved ☐ Denied (Reason: _____)

Intake/Case Manager: I have determined the eligibility of the applicant. I am not the applicant, nor am I a friend, relative, or employee of the applicant.
Waived
CCHS Intake/Case Manager Signature | Printed Name of Intake/Case Manager | Date

Supervisor/Reviewer Signature: I have reviewed the application and eligibility determination for errors and appropriate file documentation prior to authorizing payment.
Waived
CCHS Supervisor/Reviewer Signature | Printed Name of Supervisor/Reviewer | Date

ALL CLIENTS SHOULD SIGN THE FRAUD POLICY, AUTHORIZING THE RELEASE OF INFORMATION, CONFIDENTIAL OF SOCIAL SECURITY, AND PRIVACY POLICY FOR CSBG, TANF, HEARTSHIP, AND FHA BENEFITS

CCHS Form adopted by Neighborhood Services 10/15/2018 Rev. 3/17/2020

COAD Financial Assistance Report as of 5/8/2020

APPLICATION STATUS	
Applications Received To Date	1,420
Inflow - Average Daily Applications (To Date)	17
Actively under Case Management	651
Applications Pending Assignment	573
Households Funded To Date	185
Closed/Withdrawn/Ineligible	11
Average Assistance Per Household	$1,406

Sources of Funding

COAD FUNDING SOURCES	% OF FEDERAL POVERTY LEVEL (FPL) OR AREA MEDIAN INCOME (AMI)	STARTING BALANCE	EXPENDED TO DATE
LIHEAP	150% FPL	$300,000	$24,778
CSBG	125% FPL	$68,897	$68,897
County GR - Family Housing Assistance	200% FPL	$47,049	$34,213
Heart Ship - County Water Assistance	200% FPL	$16,834	$1,983
TANF	200% FPL	$9,567	$4,160
SHIP, EFSP-FEMA, ESG-CV	50% AMI	Pending	$0
Season of Sharing – Private Donations through United Way	Variable	$200,000	$52,716
COAD Fund – Private Donations through Charlotte Community Foundation	Variable	$200,000	$73,340

Changing Landscape

Changing eligibility criteria (CSBG to 200% FPL; SHIP to 80% AMI; ESG to 50%AMI; increased benefit amounts)

New funding (LIHEAP; CSBG; SHIP; EFSP-FEMA; ESG-CV, private donations)

Revised client communication and data collection policies

"New Normal"

- 90% first time applicants
- 80% from hospitality industry

Community Organizations Active in a Disaster (COAD)

COAD Task Force Structure

- Financial Assistance
- Special Populations
- Food Assistance
- Youth and Education
- Business Recovery

Questions?

Pro Tips

- Our job is not to alleviate poverty
- People are more resilient than we generally give credit for
- We are not good predictors of success
- Buy-in and attitude of staff are critical to success
- A certain degree of risk is associated with the budgeting process
- Short term solutions have long term consequences
- Don’t reinvent the wheel
- Ask for help!

Upcoming Training

Full Training Calendar: www.flhousing.org/events/

- May 14 @ 1:30pm: COVID-19 Response for Housing and Homelessness
- May 18 @ 2:00pm: COVID-19 SHIP Rent Assistance Implementation
- May 20 @ 2:00pm: COVID-19 SHIP Mortgage Assistance Implementation
- May 26 @ 10:00am: Building a Coordinated Plan to Deploy Federal and State Rental Housing and Homelessness Program Funding

FLORIDA HOUSING COALITION