HHRP Administration

March 29, 2023 at 10:00 am



Sponsored by Florida Housing Finance Corporation's Catalyst Program Presented by: Tamara West west@flhousing.org Michael Chaney chaney@flhousing.org

Our Thanks to the Florida Housing Catalyst Program

AFFORDABLE HOUSING CATALYST PROGRAM

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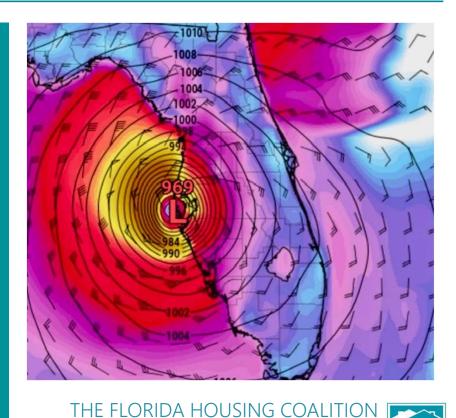






Overview

- Update from HHRP Communities
- Eligibility Determination Scenarios
- Project Delivery Costs
- Contracting out HHRP
- Options for online project management software
- Effective Strategies for Resilience and Disaster Recovery



HHRP Rules



- Assistance with Residential Housing
- Income Set-Aside
 - 30% assists Very Low Income
 - At least 60% assists Low Income
 or Very Low Income
- Homeownership Set-Aside: 65% for home purchase/repair and more
- Florida Housing has granted some rule waivers requested by specific communities



Updates from HHRP Communities



First Disbursement of HHRP 2023



Hurricane Housing Recovery Program FY 2022-2023 Allocation 1

State Total	\$ 20,000,000
Lee	\$ 5,403,406
Cape Coral	\$ 2,225,643
Fort Myers	\$ 1,010,871
Charlotte	\$ 2,039,114
Punta Gorda	\$ 234,146
Sarasota	\$ 1,355,123
Sarasota	\$ 194,297
Volusia	\$ 1,073,478
Daytona Beach	\$ 201,843
Deltona	\$ 258,439
Collier	\$ 909,833
Naples	\$ 47,987
Orange	\$ 673,431
Orlando	\$ 185,209
DeSoto	\$ 677,680
Polk	\$ 411,162
Lakeland	\$ 82,434
Winter Haven	\$ 36, <mark>1</mark> 84
Osceola	\$ 258,599
Kissimmee	\$ 79,230
St. Cloud	\$ 59,711
Hardee	\$ 381,880
Seminole	\$ 315,760

Hillsborough	\$	208,378
Tampa	\$ \$	74,322
Manatee	\$	186,844
Bradenton	\$	29,736
Highlands	\$	167,860
Brevard	\$	64,606
Сосоа	\$	3,745
Melbourne	\$	16,330
Palm Bay	\$	23,374
Titusville	\$ \$	9,345
Monroe		100,000
Flagler	\$	22,390
Palm Coast	\$	77,610
Lake	\$	100,000
Okeechobee	\$	100,000
Pinellas	\$	52,140
Clearwater	\$ \$ \$	12,210
Largo	\$	8,610
St. Petersburg	\$	27,040
Putnam	\$	100,000
Glades	\$	100,000
Hendry	\$	100,000
St. Johns	\$	100,000
Palm Beach	\$	71,570
Boca Raton	\$ \$ \$	6,530
Boynton Beach	\$	5,390
Delray Beach	\$	4,460
Wellington	\$	4,110
West Palm Beach	\$	7,940
Pasco	\$	100,000

Lee County \$5.4 Million

- First Allocation: focus on homeownership strategies
- Second Allocation: expand into rental
- Approach to the challenge of finding contractors: working with Habitat for Humanity on home repair

2022-2023 HHRP - ALLOCATION #1			
PROGRAM CATEGORIES	\$	5,403,406	Percent of Total
1 Owner Occupied Rehab	\$	1,621,022	30.00%
2 Downpayment Assistance	\$	810,510	15.00%
3 Demolition/Reconstruction	\$	2,431,533	45.00%
ADMINISTRATIVE	\$	540,341	10.00%
TOTAL FUNDING			
AVAILABLE	\$	5,403,406	100.0%



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Cape Coral \$2.2 Million

2022-2023 HHRP - ALLOCATION #1			
PROGRAM CATEGORIES	\$	2,225,643	Percent of Total
1 Owner Occupied Rehab	\$	503,079	22.60%
2 Deductibles Assistance	\$	1,000,000	44.93%
3 Mitigation-Roof Hardening	\$	500,000	22.47%
ADMINISTRATIVE	\$	222,564	10.00%
TOTAL FUNDING AVAILABLE	\$	2,225,643	100.0%

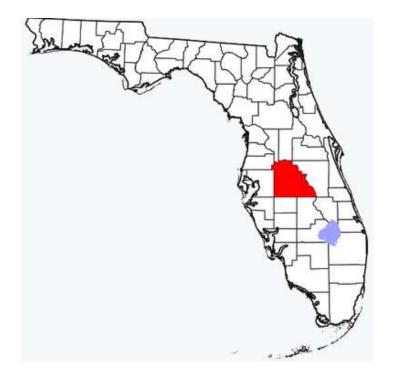
2nd round may focus on reconstruction and rental

Ft. Myers \$1 Million

2022-2023 HHRP - ALLOCATION #1			
PROGRAM CATEGORIES	\$	1,010,871	Percent of Total
1 Demolition/Reconstruction	\$	675,000	66.77%
2 Owner Occupied Rehab	\$	234,784	23.23%
ADMINISTRATIVE	\$	101,087	10.00%
TOTAL FUNDING AVAILABLE	\$	1,010,871	100.0%







Polk County \$411,000

Use for Rehabilitation:

- Insurance Deductible Assistance
- Owner Occupied Rehabilitation like
 with regular SHIP funds
- Currently processing 20 applications



Sarasota County \$1.35 Million

- Homeownership Development Research stage
- Assisted households: directly impacted renters
- Encumbered over 25% of HHRP allocation









Volusia County \$1 Million

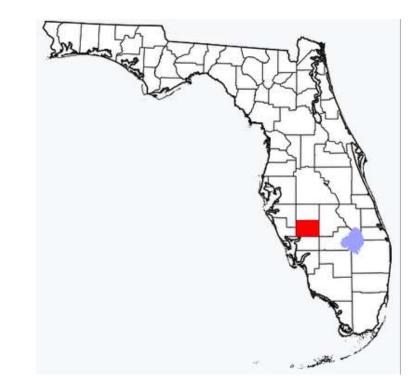
- Rehabilitation: 200 households identified
- Demolition/Replacement
- Possibility: Rental Housing Development for directly impacted households
- Considering whether to hire new staff or contract out HHRP tasks



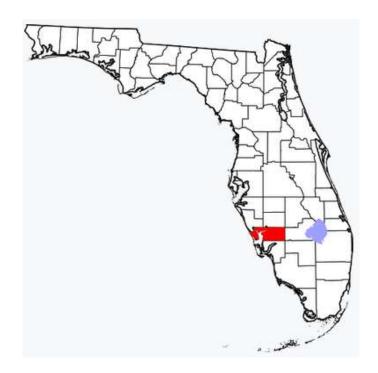
Desoto County \$677,000

- Rehabilitation: staff has encumbered all HHRP funds
- Possibility: work with Habitat for Humanity of Arcadia





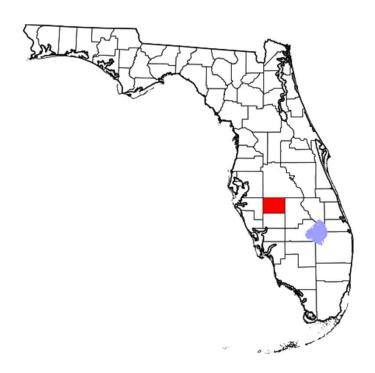




Charlotte County \$2 Million

- Rehabilitation
- Purchase Assistance for directly impacted households
- Possibility: Acquisition/Rehab/Resale or Acquisition/Rehab/Rent for directly impacted households
- LHAP Updates: Selection of Sponsors/Sub Recipients





Hardee County \$381,880

- Owner-occupied Rehabilition to include mobile homes
- Demolition/Replacement
- All HHRP funds fully encumbered
- 5 rehabs, 4 demo/replacements and 1 mobile home replacement has been approved
- Partnering with Long-Term Recovery Groups (LTRG) for volunteers



SHIP-DR Updates

- All SHIP-DR communities have launched programs, and few are still accepting applications
- Maximum award is between \$10,000 to \$20,000
- Issues and concerns reported
 - Clients over income or not of insured
 - Homeowner insurance
 payment delays
 - Staffing limitation
 - Available contractors to complete work

Lee County\$ 1,990,648 More than half of the funds have been encumberedCape Coral\$ 819,941 More than half of the funds have been encumberedFort Myers\$ 372,411 Funds are encumbered and anticipated expended in 1 yearCharlotte100% of funds are encumbered. 16County/Punta\$ 572,000 applicants have been assisted and vend paid; file closed. 99 applicants pending payment.Sarasota\$ 410,300County/CityOne quarter or more has been encumbered	l to be
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Charlotte County/Puntas572,000expended in 1 year 100% of funds are encumbered. 16 applicants have been assisted and vend paid; file closed. 99 applicants pending payment.Sarasota County/City\$410,300 One quarter or more has been encumbered.	l to be
County/Punta\$572,000applicants have been assisted and vend paid; file closed. 99 applicants pending payment.Sarasota\$410,300County/CityOne quarter or more has been encumb	
County/City One quarter or more has been encumb	
	pered
Collier \$ 334,700 More than half of the funds have been County/Naples encumbered	
DeSoto County \$ 250,000 DR funds for Deductible - close to \$100 encumbered	,000
Hardee County \$ 250,000 Funds are encumbered and anticipated expended in 1 year	l to be
\$ 5,000,000	

Eligibility Determination Scenarios Determining House Eligibility

Consider these scenarios:

- House value exceeds "Maximum Purchase Price or Value": cannot assist
- A mobile home with a house built around it: *not built to code, ineligible*
- The owner of a manufactured home in a mobile home park wants repair assistance: *decide if SHIP office will place a lien on Personal Property home*
- Avoid a selection process that prioritizes the property in the worst condition: *this requires inspecting all homes before repairing any home*



Avoiding Duplication of Benefits

QUESTION: "We subtracted from the Repair Estimate the depreciation, deductible, and claims check amount. Is that correct?" ANSWER: No, do not subtract the depreciation amount

Insurance company's estimated cost of repairs:	\$18,826.01
Subtract the Insurance claim check less deductible	-\$5,707.16
Subtract the FEMA	- <u>\$4,520.24</u>
Amount left to pay after Insurance and FEMA resources	\$8,598.61
SHIP DR may pay the amount of the deductible:	- <u>\$4,377.00</u>
Repairs remaining to be paid for another source	\$4,221.61



Duplication of Benefits Handouts

- Florida DOB Calculation Form
- Duplication of Benefits Agreement: "If he/she receives further federal, state or local benefits, insurance benefits or charitable donations in connection with Hurricane Ian, the recipient will report receiving benefits"
- FEMA Case Management 2 forms: Apply to gain access to FEMA assistance information

Case Manager Request Form

FEMA-DR-4337-FL

All Requests should be submitted to (800) 827-8112 by FAX or FEMA VAL POC in your area:



Attention:

SBA, GoFundMe, and Duplication of Benefits

Subtract from the Repair Estimate any funds from SBA or GoFundMe

Estimated cost of repairs Insurance claim check From GoFundMe page Small Business Administration Loan Remaining to be paid by HHRP or SHIP (SHIP-DR can also pay since it is an amount less than the deductible) \$289,620.40 -\$243,164.00 -\$24,137.00 <u>-\$15,000.00</u> **\$7,319.40**





Go fund me ONLY converts to an asset if it is deposited into a checking or savings account.

FHFC Guidance: Monitor the amount in a GoFundMe account

If GoFundMe account plus household's other assets total \$5000 or greater, require the GoFundMe balance be deposited into a bank account so imputed income from assets may be properly calculated.



Income Calculations

Counting a Social Security Debit Card as an Asset

First, income topic: count social security benefit as household income

Second, asset topic: HUD 2015 guidance: Handle a Direct Express Debit Card as a savings account. Current balance is the cash value





More about Social Security Debit Card

- Applicant provides an account balance no more than 120 days old from an ATM, through the online account service, or a paper statement.
- Verification document must identify the account and the account holder
- There is no actual income from this asset. If household assets exceed \$5,000, calculate imputed income

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Source: HUD Archives Multifamily Housing 2013 website



- STEP 1 Income Questions: Determine if money going into cash app is a newly identified source of income not yet reported by the applicant
- Applicant fills out an explanation of deposits form for every deposit of \$100 or more.
- Applicant must provide a profit and loss statement for business income
- 2022 HUD guidance: these transfers do not need to be verified: https://www.hudexchange.info/fags/programs/housing-choice-voucher-program/calculating-income-rent-housing-

assistance-payments/income-inclusions-and-exclusions/are-phas-required-to-use-form-hud-9886-to-verify-deposits/

Date of	Amount (list each	Name of	Explain Source of Funds (Gift, Babysitting, Self-employment,
Deposit	deposit	Bank/Institution	bonus, child support, alimony, earnings, benefits, etc.)
252	individually)	and account #	
February 10	\$100	PNC Checking	
	Zel From John Smith	9174	
	6450	DALC CL. L'	

HHRP Record Retention Policy

- Keep HHRP files for 5 years after loan has been released or satisfied AND
- After audits released for the HHRP distribution that funded assistance

Example:

- Applicant assisted March 2023 with HHRP received in the 22/23 state fiscal year
- Audited after June 2025
- HHRP assistance loan forgiven after 10 years in 2033
- Retain the file until 2038



More on HHRP Record Retention Policy

- Keep applications that do not receive HHRP assistance
- For how long?
 - Determine the state fiscal year for the HHRP funds that would have funded the application
 - Keep the application for 4 years after the end of the 3-year period when closed out

Example

- Application would have received 22/23 HHRP
- This HHRP will be closed out on June 30, 2025
- Retain file until June 30, 2029

Also retain advertisements, waiting lists until HHRP has been monitored and the grant closed out



Pay Attention to the Administrative Budget



- The 10% Admin Budget must pay for the full implementation of HHRP funds received
- Some communities will receive large amounts
 - No more admin is available even if it takes more than 3 years to expend HHRP funds
- Internal Practice: Separately track SHIP and HHRP Admin



Use Project Delivery Costs to Optimize Implementation



- In addition to the 10% administrative budget, account for Project Delivery Costs (PDC)
- PDCs are paid from program funds, not the admin budget
- PDCs must be "reasonable" and not overlapping with admin
- Best practice: staff tracks PDC work on timesheet detailing work per rehab project



Project Delivery Costs

Rehabilitation:

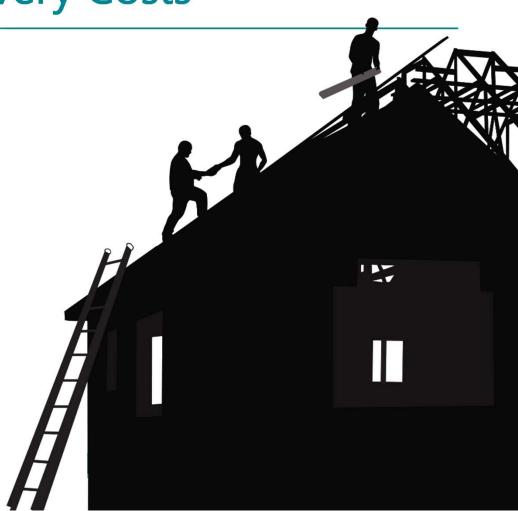
- Initial Inspection
- Work Write Up/Cost Estimate
- Construction inspections/oversight

Outsource to 3rd Party:

• Service Delivery Fee

Purchase Assistance:

- Housing Counseling
- Inspection



Administrative Costs

- Advertising
- Outreach and Pre-screening
- Applications and Eligibility Determination
- LHAP Work
- Prep for the Monitor
- Office space, Utilities, Copier, Computers
- Tracking and Reporting





A Rural Resource for Rehabilitation

- Rural Disaster Home Repair Program from USDA
- Repair grants of up to \$40,675 (including manufactured housing)
- Age requirement of 62+ has been removed
- Income limit raised from VLI to Low-income

https://www.rd.usda.gov/newsroom/news-release/usda-makesgrants-available-help-people-rural-florida-repair-their-homesdamaged-fires-tropical

Questions?



Contracting Out HHRP

Local Partnerships

Establish local partnerships with:

- Lending institutions
- Builders and developers
- Not-for-profit and community-based housing providers and service organizations (e.g. CHDOs, CLTs, CBDOs)
- Providers of professional services related to affordable housing

- Advocates for low-income persons
- Real estate professionals
- Persons or entities that can provide housing or support services
- Lead agencies of the local continuums of care



Involving Volunteers in Home Rehabilitation

Volunteers Prepare Homes for Repair

- 'Muck and Gut' 0 to 60 days after disaster
 - Prevents mold/mildew problems
- Provide temporary repairs to prevent further damage, perhaps make home habitable

Contact:

Florida Volunteer Organizations Assisting in Disasters (VOAD) website: <u>https://flvoad.communityos.org/cms/</u>

Volunteer Florida: Christy Rojas, CERT Program Manager Christy@volunteerflorida.org



Another Approach: Volunteers Complete Home Rehabilitation



- Volunteers complete SHIP-Funded home repair
- Mennonite Disaster Service completed SHIP-funded home repairs in Hardee County
- Permits pulled by Homeowner or Contractor overseeing volunteers
- Important: have sufficient Liability
 Insurance



Finding Partners

Sponsor or Sub Recipient

67-37.002 (28) "**Sub Recipient**" means a person or non-state organization contracted by a SHIP eligible local government and compensated with SHIP funds to provide <u>administration</u> of any portion of the SHIP program.

420.9071 (11) "Eligible sponsor" means a person or a private or public for-profit or not-for-profit entity that <u>applies for an award</u> under the local housing assistance plan for the purpose of providing eligible housing for eligible persons.



Distinguishing Between Sub Recipients & Sponsors

Sub Recipients

- Do not need a formal selection process, but a best practice
- Subject to single audit act
- Must be monitored
- Must follow policies and procedures

Sponsors/Developers

- Must outline selection process in LHAP
- Must provide eligible persons with eligible housing
- Must execute a contract
- Paid with project funds

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Paid with admin funds

Contractors are not Sub Recipients or Sponsors

Advertising for Sub Recipients

- Best Practice: A selection process not required but highly recommended
- Request for Qualifications
- Detail minimum requirements for selection and other required qualifications
- Include specific requirements based on local preferences
- Negotiate the terms of the award



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Criteria for Sub Recipients

Financially Sound	Program	Project Team	Outcomes
Experience	Staff/Board Capacity	Program Budget	Timeline
Funding Source	Reputation	Program Description	Other Funding Sources

Monitoring responsibilities when working with Sub Recipients

- HHRP Regulatory Compliance
- Compliance with HHRP Strategies
- Agreements should state monitoring policies and procedures
- Review "Working with nonprofits, sponsors and sub recipients" Webinar recording: <u>https://vimeo.com/355183467</u>



Monitoring Items to review for Purchase Assistance Files

- Advertising
- Waiting list
- Application
- Income verification
- 120-day clock
- Income Certification

- Counseling Certificate Agreements
- Award letter
- SHIP Mortgage and note
- Property value
- Property Inspection
- First mortgage documents



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Monitoring Items to review Rental

- Agreements
- Current rent limits
- Funding sources in project
- Advertising
- Marketing/lease up plan
- Lease provisions
- Rules and regulations

- Conflict of interest policy
- Tenant selection policy
- Tenant dispute policy
- Recertification
- Tracking systems
- Rent Roll
- Financial condition
- Property condition (site,

common areas, unit sample



Options for online project management software

Neighborly Software

Grant management software is software that helps to manage all aspects of a grant or project. It will track the money flow, calculate the budget, and forecast expenditures. Grant reporting is a requirement for most grants.

ZoomGrants

Benefits of Grants Management Software

- Ease for processing high volume of applications
- Paperless or reduced paper produced
- Compliance-tracking of all updates and reporting
- Can be utilized by internal staff or subrecipients
- Customizable to your local government needs
- Cloud-based platform that allows for interfacing
- Reduced cost of administration
- Centralized storage







Housing Rehabilitation Rental Assistance

Down Payment Assistance Property Acquisition & Demolition

APPROVE, ALLOCATE & MONITOR GRANT FUNDS & ACTIVITIES

- Accept, review, and score grant applications
- Allocate and track sub-recipient grant funding
- Submit invoices and accomplishment reports
- Data used to generate SHIP annual report
- Track program income

Eligibility Screening

Location

1. Residence location 2. Jurisdiction verification

Need 2

3

6

1. Applicant type (landlord or tenant) 2. Assistance needed (rent, utilities, both)

Income

1. Number of people in household 2. Annual income



COVID-19 hardship

1. COVID-19 effect on income 2. COVID-19 effect on expenses



Housing instability

Review

1. Results

2. Link to apply

Full Application

Location and Contact Information

- Applicant information
- Landlord information

Need

- · Housing instability
- Request for rent & utilities assistance
- Documentation for request

Income and financial impact

- Housing income
- COVID-19 pandemic impact

Payment information

Check or electronic payment

Demographic information

Review

Questions?



Effective Strategies for Resilience and Disaster Recovery

CJ Reynolds Director of Resiliency and Disaster Recovery reynolds@flhousing.org

Dayna Lazarus Technical Advisor Iazarus@flhousing.org

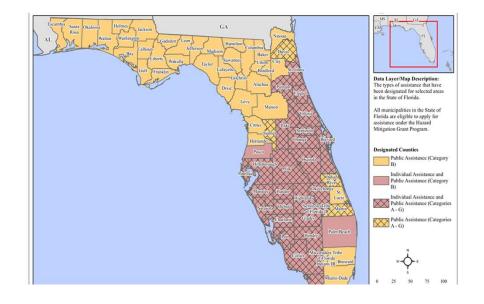


State-Led Disaster Housing Task Force Supports Coordination

In response to Hurricane Ian DR-4673, the Florida Division of Emergency Management (FDEM) under the Executive Office of the Governor, formed the Florida Disaster Housing Task Force (DHTF) in partnership with the Florida Housing Coalition (FHC).

Purpose: Bring together state agencies, local governments, and non-profit organizations to help current disaster survivors, and develop recommendations to enhance state and local housing preparedness, mitigation and recovery plans.

First kickoff meeting October 17th 2022



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Survey of SHIP Offices

- Questions based on issues and opportunities identified from meetings and comments of the Disaster Housing Task Force, State/Federal Recovery Planning meetings and Coalition TA meetings/conversations
- 54 SHIP offices responded THANK YOU!
- Today highlight questions that focused on recovery and mitigation



Survey Q6 Mitigation Assistance

Q6: Some communities use SHIP funds to strengthen a house and make it more resilient to wind and flood damage. This is often referred to as home-hardening and is a pre-disaster mitigation strategy.

Do you support home hardening through any of your assistance programs? Choose all that apply.

*54 responses

ANSWER CHOICES	RESPONSES	
We do not incorporate home hardening into our assistance	35.19%	
We offer funds for protecting openings – windows, doors, and/or garage doors	42.59%	
We offer funds for roof replacement	66.67%	
We offer funds for roof tie-downs	27.78%	
We are unable to support mitigation projects due to budget and/or staffing constraints	7.41%	
We would like to create a program to support housing mitigation	7.41%	
We would like guidance on housing mitigation to optimize our SHIP investments and community safety	11.11%	
Other (please specify)	12.96%	

COMMENTS from Q6

The home hardening is completed during the construction phase of our emergency repair and substantial rehab project

Provide additional resources to residents where they can further seek this type of assistance.

We practice this measure with our roof replacements and rehabilitation assistance programs.

We also have support of pre-disaster modifications through HLMP

We manage the HLMP program and assist up to 4 families

A part of our rehabilitation strategy is where most of our mitigation happens



Survey Q7 Disaster Strategy in Your LHAP

Q7. Please select the answer that BEST reflects your thoughts about the Disaster Strategy in your LHAP.

ANSWER CHOICES		RESPONSES		
It is strong	19	35.19%		
It is good, but could be better	20	37.04%		
It is okay, and we should consider updating/improving it	12	22.22%		
l don't know	3	5.56%		
TOTAL	54			



3 Core Principles for Resilient Community and Affordable Housing

- Vulnerability Assessment (VA)/Local Mitigation Strategy (LMS) defines current and future storm/flood risks/impacts to public affordable housing stock.
- 2. Plans are aligned/coordinated Local Mitigation Strategy, Local Housing Assisted Plan
 - Robust Housing Disaster Strategy addresses all disaster phases
 - Supporting documents are prepared

3. Funding mechanisms (SHIP, HHRP, TIF, DR) and budgets are strategically evaluated and aligned to address affordable housing mitigation, response, and long-term resilient repairs/rehab, in addition to rental assistance.

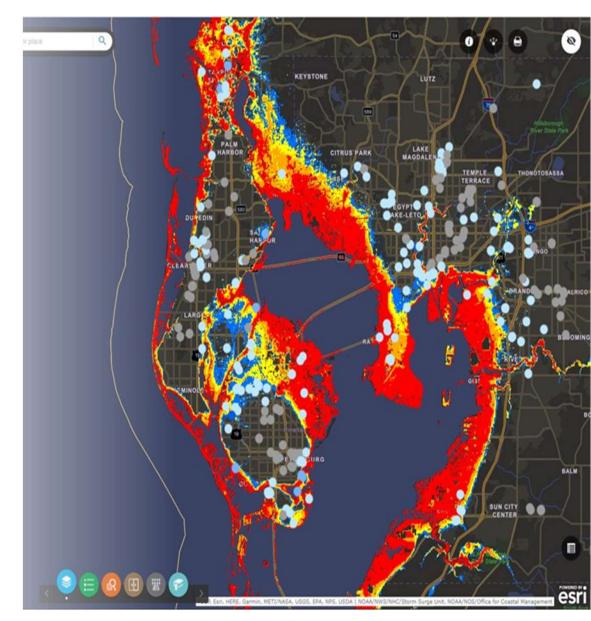


Principle 1: Know Your Flood Risks

FS. § 380.093 established statewide programs for adapting to flooding and sea level rise. Local VAs, data and maps submitted to FDEP.

Affordable public housing is defined as a critical community asset.

Assisted Multi-Family properties with multiple flood risks, overlay the LMI/special needs populations and small businesses.



Principle 2: Plans Are Aligned

- Cross-walk your VA to the LMS Housing Section/Goals
- Support/Lead the update the Housing Disaster Strategy
- Updates housing disaster documents: application forms and templates for intake, verification of benefits, special rules and requirements for rehabilitation, reconstruction, elevation, and house relocation.
- Help EM recruit hotels and other sites for FEMA TSA
- Encourage multi-organization application for FEMA Information Access Agreements
- Prepare and adopt SHIP Disaster Strategy that includes emergency rental assistance and rehabilitation provisions



Encourage EMs to attend Housing Recovery at the Governor's Hurricane Conference



TS11: Housing Recovery

- Monday, May 8, 2023, 8:30 5:00
- FDEM, FEMA, FHC, and leading non-profit organizations
- Lessons learned, practical tips, new best practices, resources/forms and discussions to prepare for 2023 season and mid/long-term recovery
- Register: <u>https://flghc.org/</u>



Effective Strategies for Mitigation

SMART INVESTING

EVERY \$1 SPENT ON

MITIGATION. SAVES \$6

ON FUTURE

DISASTER

LOSSES



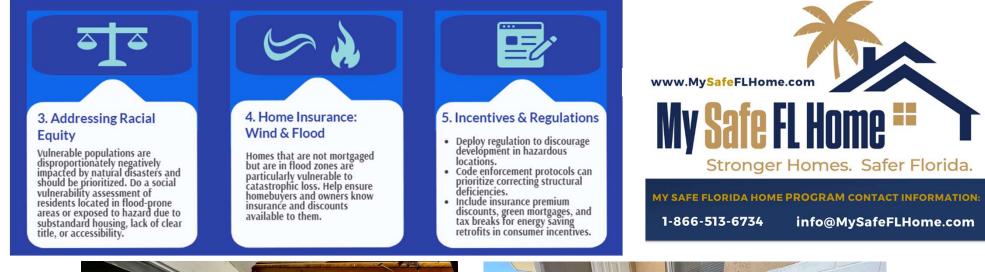


onroe County, Florida Multi-Jurisdictional Local Mitigation Strategy

Jurisdiction	Property Count	Total Losses	Total Building Payments	Total Contents Payments	Total Payments	SRL Count		
Islamorada	49	165	\$9,259,466.07	\$2,186,580.29	\$11,446,046.36	17		
Key Colony Beach	17	55	\$4,948,817.18	\$473,229.39	\$5,422,046.57	3		
Key West	250	675	\$25,884,699.75	\$6,455,692.16	\$32,340,391.91	33		
Layton	1	2	\$0.00	\$5,839.22	\$5,839.22	-		
Marathon	168	471	\$22,113,989.43	\$3,770,593.82	\$25,884,583.25	31		
Unincorporated Monroe County	696	1,670	\$54,434,686.72	\$11,718,672.59	\$66,153,359.31	77		
Total	1,181	3,038	\$116,641,659.15	\$24,610,607.47	\$141,252,266.62	161		
ource: FEMA Region IV, obtained December 2020; SRL = Severe Repetitive Loss								

Table 4.20 - Repetitive Loss Properties by Jurisdiction

Effective Strategies for Mitigation











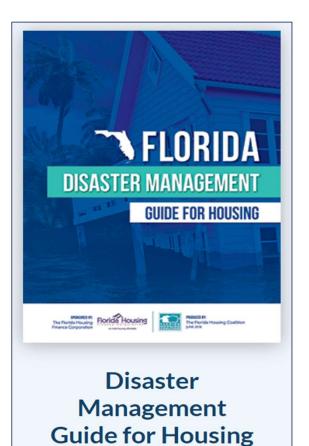
- Community-sponsored educational events.
 Networking seminars.
 Strong coordination between housing providers and emergency
- emergency management.



Replace older mobile homes (pre-1994) with modern housing that meets current building codes. Upgrade newer mobile homes through tie-downs, window films, and carport anchoring.

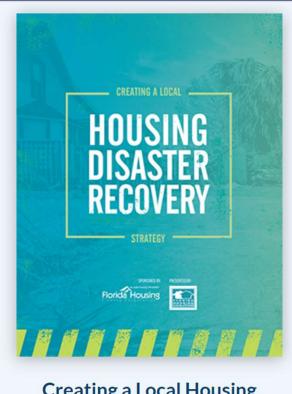
Effective Strategies for Mitigation





Resources for EM, Housing and Resilience Staff

Preparedness: within county framework and housing delivery system Response: volunteer roles and temporary housing needs for displaced Recovery: short and long term permanent and equitable redevelopment Mitigation: ongoing and post-disaster strengthening of housing and neighborhoods with a focus on resilience



Creating a Local Housing Disaster Recovery Strategy

Disaster Management Guide for Housing

Creating a Local Housing Disaster Recovery Strategy

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All FEMA Registrants Should Apply at Unite Florida Portal

- Florida's first-ever state-led sheltering/housing program
- Encourage households to register at lanRecovery.fl.gov
- Provides housing repairs and unmet needs.
- Also report unmet needs such as transportation, household items and social services.



Hurricane Ian Recovery Portal



Questions & Answers and Evaluation



Technical Assistance is Available

Available Daily: 1 (800) 677-4548

Options for Further Assistance Include:

- * Phone and Email consultation
- Site Visits

Register at <u>www.flhousing.org</u> for:

- * Workshops
- * Webinars

Please Complete the Evaluation!

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Dayna Lazarus lazarus@flhousing.org

