



Housing and Services
Resource Center

Braiding Resources to Collaboratively Develop and Strengthen Housing & Services Partnerships

January 9, 2023

Welcome

Facilitator

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Director, Office of Interagency Innovation

US Dept Health and Human Services (HHS)
Administration for Community Living (ACL)



Housing and Services
Resource Center

Today You Will Discover:

- Key connection points and approaches for developing partnerships between community living support service providers and rental housing assistance providers.
- Steps to identify and align funding and programs to create a comprehensive service and housing system.
- Key components of the partnership development process and lessons learned from other successful models.
- Strategies to strengthen and incentivize collaborations over time.

Instructions for Zoom

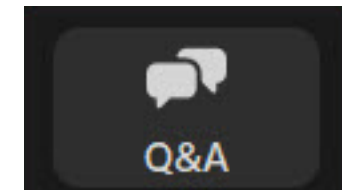
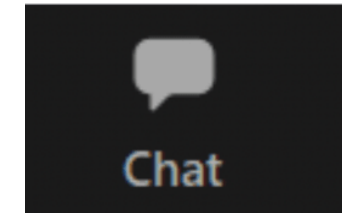
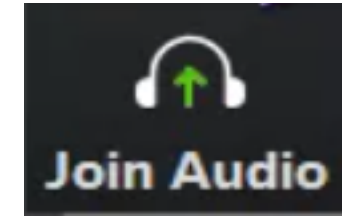
Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- All participants are muted.

Questions and Comments

- Please actively use chat throughout the meeting, especially for your comments.
- To ask a presenter a question, please use the Q&A function.

Or, send your question or comment via email to HSRC@ACL.HHS.GOV



This event is being recorded.



POLL

Does your state or local community have partnerships between community living support service providers and rental housing assistance providers?

Yes

No

Unsure



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acl.gov/HousingAndServices [#HousingResources](https://twitter.com/HousingResources)



Poll Results

Federal HHS + HUD Partnership

**US Dept. Health and Human Services (HHS)
Centers for Medicare & Medicaid Services (CMS)**

Melissa Harris

Deputy Director, Disabled and Elderly Health Programs Group (DEHPG)

US Dept. Housing and Urban Development (HUD)

Richard Cho

Senior Advisor for Housing and Services, Office of the Secretary

Collaborative System for Rental Assistance and Access to Supportive Services

Whitney Joy Howard, Lead Supportive Housing Program Manager,
Aging and Long-Term Support Administration (ALTSA), Washington
State Dept. of Social and Health Services

Pam Parr, Executive Director, Spokane Housing Authority

Transforming
Lives

Braiding Resources to Collectively Develop and Strengthen Housing and Service Partnerships

**Home and Community Services Division, Washington State
Department of Social and Health Services**

WA State Home and Community Services

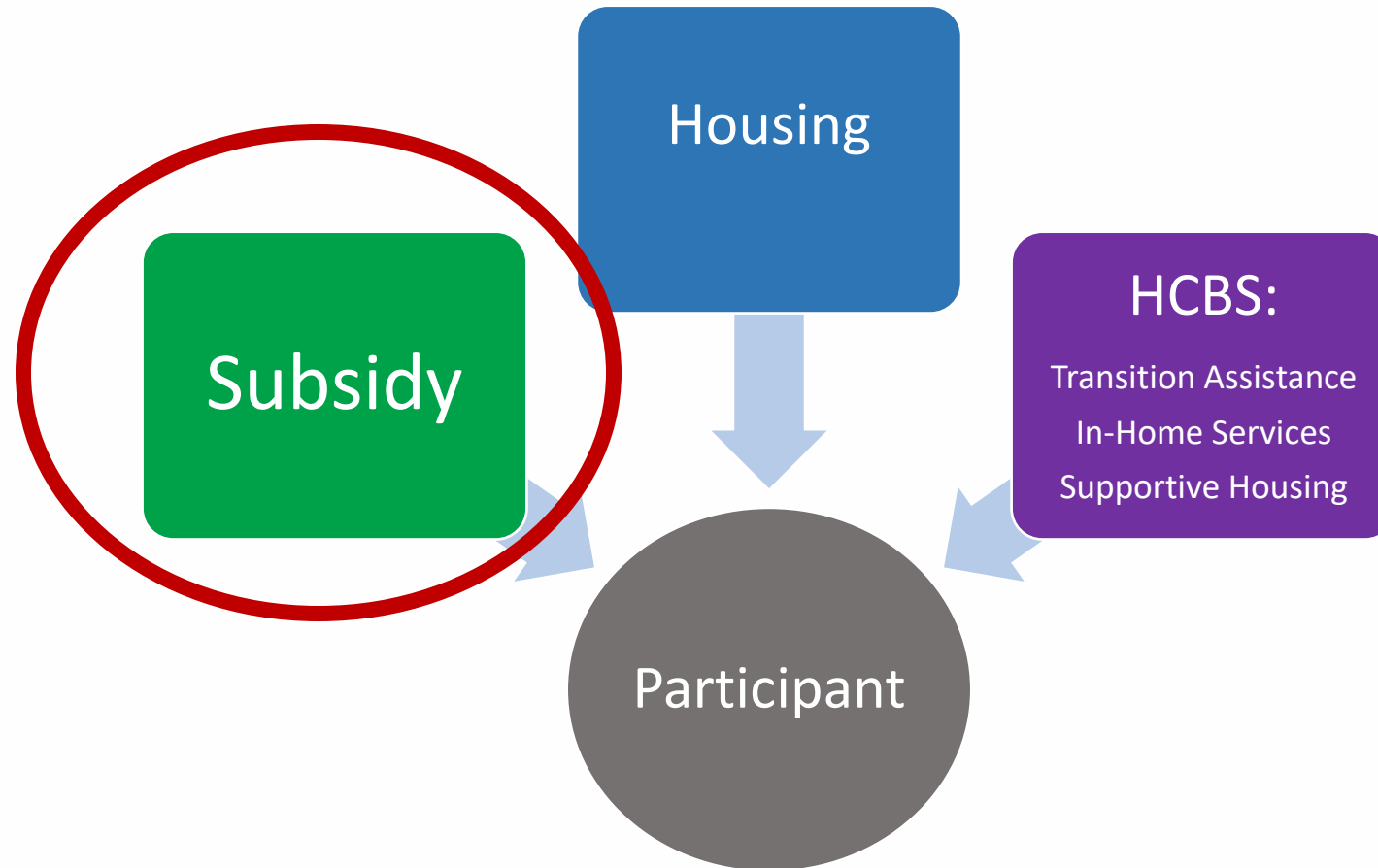
Philosophy

- Most people want to live as independently as possible for as long as possible.
- ALTSA embraces the belief that individuals with high care needs can be supported in the community in a variety of settings by offering waiver and state plan services that provide alternatives to institutionalizations.
- Goal: Offer options to individuals requiring long-term care services in the least restrictive setting while honoring client choice and preference.

ALTSA Housing Team

- Statewide team of Housing Program Managers who work to administer housing resources and Supportive Housing services to ALTSA eligible clients.
- Housing team acts as liaisons between field, various contractors and available Long-Term Services and Supports.
- Increase housing resources for ALTSA clients.

Braiding Resources to Support Person-Centered Services



Housing Collaboration Work

Collaboration with:

- **WA State Housing Trust Fund**
- **WA State Housing Finance Commission**
- **Department of Commerce**
- **All 37 Public Housing Authorities throughout WA State**
- **Local housing developers, non-profits, and property management companies.**



HCS Partnership with Spokane Housing Authority

- **2016 – HCS created RFP and accepted Spokane Housing Authority's (SHA) proposal to administer the ALTSA subsidy statewide.**
 - Contract provides administrative fee
- **HCS & SHA collaborated to develop a program that could be administered like a Housing Choice Voucher but incorporated the flexibilities HCS needed.**
 - Housing Committee established to create exception to policy process
- **Contract term is three years. Initial contract \$130k/2 years; most recent \$8 million/3 years.**



Not you average Housing Authority. . .

- Innovation, collaboration and flexibility
- Braiding together funding and programming
- Looking for loopholes



Innovations that Grew out of the Partnership

- **User friendly and low barrier application process and timely voucher issuance.**
- **Centralized subsidy administration statewide.**
 - Established interlocal agreements with PHAs for local HQS inspections
- **Dedicated staff on both HCS and SHA teams focused on ALTSA subsidy.**
 - Efficient communication and coverage to keep processes moving forward
- **HCS provides training and outreach to field staff and contracted providers.**
 - Creation and sharing of educational materials
 - Monthly drop in training sessions
 - Quarterly Informational Webinars
 - Meeting and trainings with community partners
 - [Discharge planning conferences](#)

Panel Discussion - *Key Components to Partnership Building*

WA State Dept of Social & Health Svc. Aging and Long-Term Support Administration (ALTSA)

- **Whitney Joy Howard**, Lead Supportive Housing Manager
- **Jonnie Matson**, Housing Program Manager
- **Elizabeth Prince**, Project Director for Roads to Community Living and Housing Unit Manager

State/Local Public Housing Agency

- **Pam Parr**, Executive Director, Spokane Housing Authority

Landlord Incentives

US Dept Housing and Urban Development (HUD)

Nicholas Bilka

Policy Advisor

Office of Housing Voucher Programs

Housing Choice Voucher Landlord Retention and Recruitment Resources

Resources for PHAs, Landlords and
Local Stakeholders





HCV Landlord Guidebook

- The purpose of the [HCV Landlord Strategies Guidebook](#) for PHAs is to share strategies that PHAs can implement to improve landlord participation in the HCV program.
- In an attempt to provide all PHAs regardless of size or location with tools they can use, the Guidebook includes a range of strategies that vary in cost and complexity.

The strategies broadly aim to:

- Increase Recruitment
- Increase Retention
- Improve Responsiveness
- Improve Tenant-Landlord Relationship
- Improve Inspections Process
- Minimize Bureaucracy



What Local Governments Can Do

- [Landlord Symposiums](#)
- Damage Mitigation Funds
- Landlord Incentives
- Funding Landlord Liaisons



Quick Links to HCV Landlord Resources

- [HCV Landlord Resources on HUD.gov](#)
- [HCV Landlord Resources on HUD Exchange](#)
- [HCV Program Landlord Testimonials](#)
- [HCV Landlord Strategies Guidebook](#)
- [Landlord Participation Research Studies](#)
- [Landlord Listening Sessions Summary](#)
- [HVC Landlord Symposium Toolkit](#)
- [PHAs Role in the HCV Program](#)

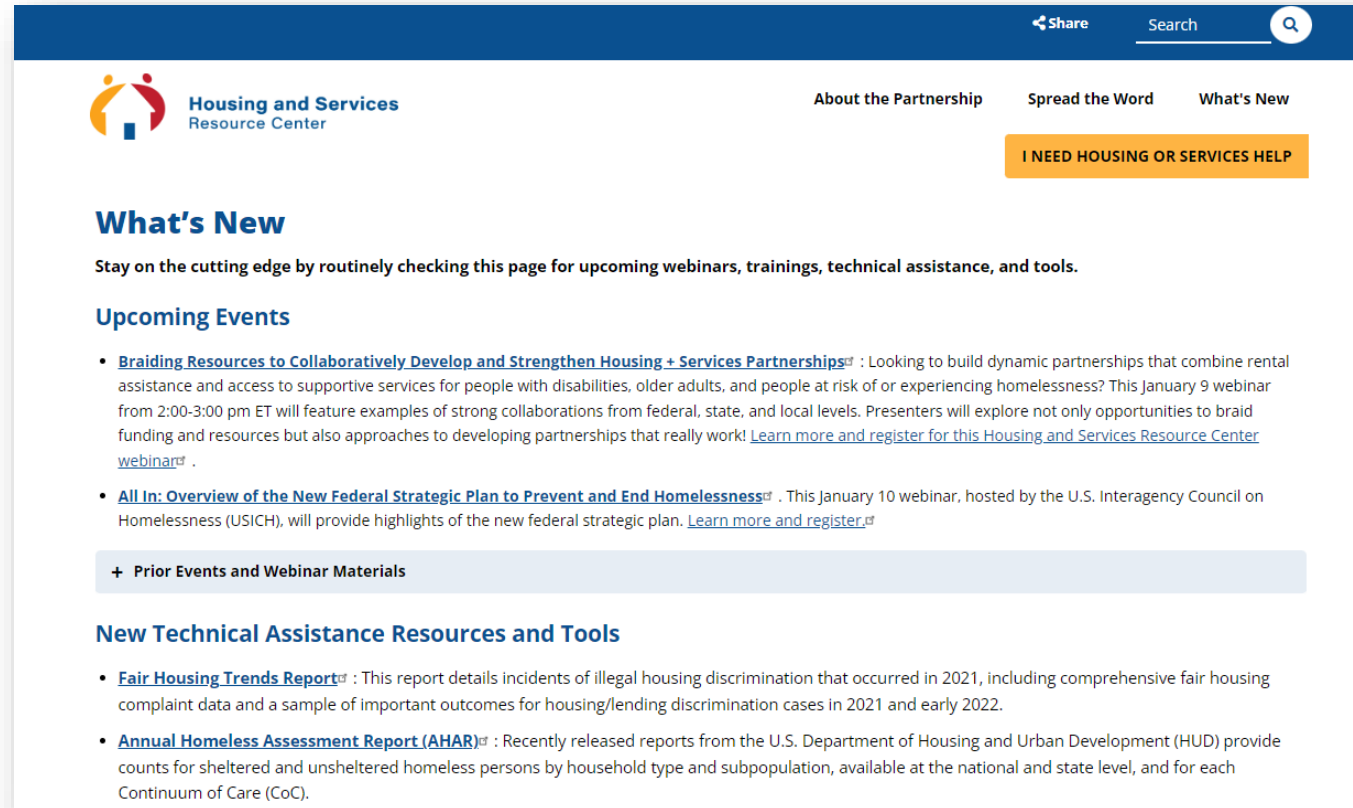
Chat Question

What technical assistance could the HSRC create to help support the development of rental assistance and supportive service partnerships in your state or region?

Please access the chat to submit your response.

Q & A

HSRC Website



acl.gov/HousingAndServices/Whats-New

Upcoming HSRC Webinars

1. Housing & Transportation

2. Forming Partnerships with Continuums of Care (*Spring*)

The [HSRC's What's New webpage](#) will be updated with webinar details and registration information. Also [sign up for ACL Updates](#) so that you can receive immediate notification for this and other webinars to come.

Help Us Improve

Please complete our short feedback form:

<https://www.surveymonkey.com/r/JBYGGZZ>



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We want to hear from you!

Please email us at hsrc@acl.hhs.gov

Acknowledgment



This presentation was supported by the U.S. Administration for Community Living through a contract with Mission Analytics Group, Inc. (Contract number HHSP233201500060I) which subcontracted the work to USAgings. The views expressed do not necessarily represent the positions or policies of the Administration for Community Living / Department of Health and Human Services.