

Housing Navigation System

We are looking at how people access housing and where coordination happens, in addition to what kind of prevention is needed for housing crises. Courtney is working as a consultant to set up the infrastructure and hand over to Kylie.

Housing Navigation System meeting held 4/20/23 with community partners to discuss actions needed and what to prioritize. Follow-up meeting is scheduled 5/4/2023 to discuss next steps and Kylie's and Courtney's roles moving forward.

Attachments (listed below and included in following pages)

- [Courtney's proposal](#)
- [Housing Navigation Meeting 4/20/23](#)

5B Housing Coordination Meeting notes

April 20, 2023

11AM – 1PM

Attendees:

Maira Conlago	Sarah Michael	Greg Dunfield	Guadalupe Pizarro
Mary Fauth	Silvia Romero	Cleo Mueller	Amy Bain
Carissa Connelley	Sarah Seppa	Naomi Spence	Frances Santacruz
Courtney Noble	Jenni Rangel	Dianne Hunt	Kylie Anderson

Why we are here/how did we get here: We saw a gap for navigating housing resources and related resources in the community. We are looking at how people access housing and where coordination happens, in addition to what kind of prevention is needed for housing crises. Now that we have an idea, what kind of actions do we need to take and to prioritize?

Action: create one stop shop for housing resources in English and Spanish.

Planning to set up infrastructure to move this forward. Courtney to lead the group to see what priorities we have and what progress has been made, including how to move things ahead and who needs to be involved.

Discussion: Are these previously identified strategies still a priority? Have we made progress? If it remains a goal, what are the next steps? Who is on point for each task?

Strategies:

1. Put together a resource guide:

Includes housing resources and community resources throughout Blaine County. The problem with resource guides is that they quickly go out of date – findhelpidaho.org could be a great way to promote this and could be a great tool for everyone. Information can stay up to date if all the providers keep their information updated. We will plan to update the resource guide once a year.

Next steps: create one-pager specific to housing - Kylie

2. Create a shared pre-application process and develop a waitlist for subsidized properties:

Helps determine what properties applicants are eligible for. Concerns for privacy rights on applicants – they would need to give consent that they are okay having their information sent to others. Maybe on the preapplication there is a waiver or release of information? Income limits from HUD are delayed due to calculations – projected increase AMI in Blaine County where it has stayed pretty stagnant over the last 10 years.

Next steps: Dianne Hunt, Guadalupe Pizarro, Amy Bain, Greg Dunfield to continue talking about this.

3. Facilitate access to housing and applications via shared housing inventory list (all listings or special pocket listings for vulnerable populations), matching system, cheat sheet on how to apply, case manager training on applications:

Have a system set up with needed information that case workers can access to place folks. Would we want an inventory list and share it much wider? BCHA already tracks rentals – should we have this information available to the public? Should we include market rate information as part of matching? The outcome of this is only if it is considered affordable housing. Facebook and Idaho Mountain Express currently serve as general housing boards for information.

Create a cheat sheet on how to apply (how long is the waitlist, what is needed to maintain spot on the waitlist?) as it's often difficult for even case workers to know how to apply. The cheat sheet should include waitlist requirements. Pre-approved to determine eligibility and caseworkers use to help complete applications. Hoping to demystify the complexity of applications. The current applications are lengthy, and completion is required to get on the waitlist – screens for income and criminal history. Often there is an application fee of \$25 (sometimes waived). As part of the pre-application process, is there a way to gauge what their income is rather than verifying with employer? One idea is to have a grid with income estimate and source (SSI/SSDI). SSI/SSDI is often more challenging because the gross amount is not included in their bank deposit. Once a final application is completed, there is only a certain window for that information to be considered “live and accurate”. Timeline is super important, and information can become out of date quickly. Applicants need to know what to do if their application is rejected – appeal process? If they aren't eligible at the moment, they can reapply in 6 months. HUD is changing how they look at income. HOTMA regulations – different way of calculating income. It may change the way we are looking at income information moving forward.

Next steps: work group - Dianne, Guadalupe, Greg, Amy, to put together common pre-application try to synthesize this information.

4. Create or adopt a system to coordinate referrals and track outcomes.

Findhelpidaho.org – people I'm working with: Built -in way to track the people you're working with and provide resources. There are ways to send the resource to email or send it to another service provider. Could be a big learning curve and would require all of us to work with findhelp and figure out way to share clients within the database. Could be very useful to all of us, but we would all need to use it – could be a barrier but has the potential to be one stop shop and track outcomes.

St. Luke's is implementing social determinants of health screening tool for all patients. If someone screens as at risk, they will use findhelpidaho. Encouragement for everyone to have training and have your organization's information updated so that referrals can work and be correct. There is a way to reorganize resources on findhelp for important resources coming up first. Are folks committed to having their teams use this resource and do training? How does tracking work? It's a good way to find out what the needs are in the community. Reports for tracking outcomes is available. IHFA to recognize local organizations - difficulty finding service providers in Blaine County.

Another helpful tool was weekly case management meetings to stay updated. St. Lukes can't access google docs within organization, so that is a barrier. The easiest way to abide by fair housing guidelines is to have a waitlist - first come, first served.

Next step: Sarah to schedule findhelpidaho.org training and see how to customize it and that would determine if case conferences are needed in the future. Sub working group for tax credit properties – Dianne, Greg, ARCH, Charles, Guadalupe

5. Improve public/property management communication and education on needs

There is a barrier between tenants and landlords, especially if the landlord isn't committed to communicating with tenants adequately, such as when to use Spanish vs English. Subsidized properties changing to online application without communicating to community. It's very difficult to be able to get a clear answer if folks on original waitlist are still there. People who really need housing could fall through the cracks and miss out. Who are decision makers for properties? It would be great to get contact information for owners or regional managers to help prioritize. Separate resource guide specific to housing and more appropriate for case managers/others to use. For property managers on the call, how can we help the folks we're serving? Some property management companies are categorized by date of application, but each house management company has their own process and may have different requirements. Maybe we can work collaboratively for things that are not federally mandated. Interagency meeting – good way to stay connected and share with others- put email in chat and Sarah will invite others to meeting series.

Contact@syringaproperties.com information was shared.

6. Identify and implement displacement and crisis strategies, such as anti-discrimination regulations, a displacement task force, and a funding campaign:

Developers were given high incentives to develop affordable housing at J&J Trailer Park and unfortunately it hasn't been redeveloped – suddenly several folks living in mobile homes were displaced. There's been a lot of misunderstandings, there needs to be policy, programs, and support. Perhaps a county-wide ordinance would go through. The City of Ketchum is looking into displacement and relocation this summer. Adding ordinance - source of income as a protected class so you couldn't deny someone housing because they are receiving rental assistance. One of the problems with vouchers is that the payment standard isn't enough for the landlord and sometimes the voucher doesn't fit the household size. Fair market rent isn't fair and it's not market. Sunny who has been helping BCHA is helping Carissa navigate who to reach out to. Clarifying barriers to services – part of survey- can help with big picture and look at what people are experiencing and what zoning decisions happen moving forward. There are deed covenants that can address plans for redeveloping land, although this doesn't exist for the private sector. It doesn't address what happens to the people who are being displaced by the new development – the housing team wants to dig into this. Discussion of displacement task force i.e. Limelight fire and J&J mobile homes.

7. Identify and implement emergency and transitional

We ran out of time. Shelter and transitional housing to be discussed at next meeting.

Proposed Statement of Work Noble/ 5B Community Collaborative

Project Purpose: Support the 5B Community Collaborative and assist the group in building strategies that maximize collaborative effectiveness to ensure that all people experiencing housing instability in Blaine County have access to a continuum of housing and services.

Background: The 5B Community Collaborative is the name of a new initiative working to improve services and outcomes for the community members of Blaine County. The initiative, facilitated and funded by the Blaine County Housing Authority (BCHA), is a result of six months of planning by BCHA and other organizations throughout the County. Through a collaborative planning effort, the group produced a set of recommendations for a Community Collaborative Charter and a Year 1 Action Plan. The community is now seeking a qualified professional to facilitate implementation of components of the Action Plan.

Proposed Scope: After meeting with Collaborative members on April 20, 2023, BCHA is seeking a professional independent contractor to assist with the following priorities identified by community partners:

- 1. Create a “cheat sheet” on who is eligible and how to apply for subsidized properties.** This work will be done in partnership with BCHA staff.
 - Estimate: 30 hours

- 2. Create a shared pre-application process and potentially a common waitlist for subsidized properties.**
 - a. Collect applications and summarize eligibility for each subsidized property (to the extent not already completed under Priority 1, above.)
 - b. Convene property managers and owners to vet a pre-application and build consensus around an implementation process. Facilitate these meetings.
 - c. Develop a work plan and timeline for roll-out of a pre-application.
 - d. With property managers and owners, explore feasibility of a common waitlist from which matched referrals to subsidized properties could be made.
 - Estimate five one-hour workgroup meetings plus 40 hours of support work: 45 hours

- 3. Explore and pursue funding opportunities to support housing stability in Blaine County.** This may include:
 - a. HUD funding (including the Emergency Services Grant and HOME-ARP) distributed through Idaho Housing and Finance Association
 - b. HUD funding including Rapid Rehousing funds distributed through our Continuum of Care and the Idaho Housing and Finance Association
 - c. FEMA funding
 - d. Private funding
 - Estimate up to 35 hours per funding application not to exceed 100 hours

- 4. Provide ongoing support to identify emergency housing and implement community Shelter Plan.** This may include establishing community eligibility for

the funding streams noted above, convening an emergency housing planning team. etc.

- Estimate up to 30 hours.

Approach: The consultant will work closely with city and BCHA staff and Collaborative agencies.

Timeline: The project will launch in May 2023 and conclude at the end of September. The consultant will touch base with Ketchum and BCHA staff bi-monthly during the development of the deliverables.

Project Budget: Estimated hours to complete the project are 105-205. The consultant's hourly rate will be \$140/hour. The agreement is approved up to and is not to exceed \$28,700 in labor expenses.