



Housing Navigation Services

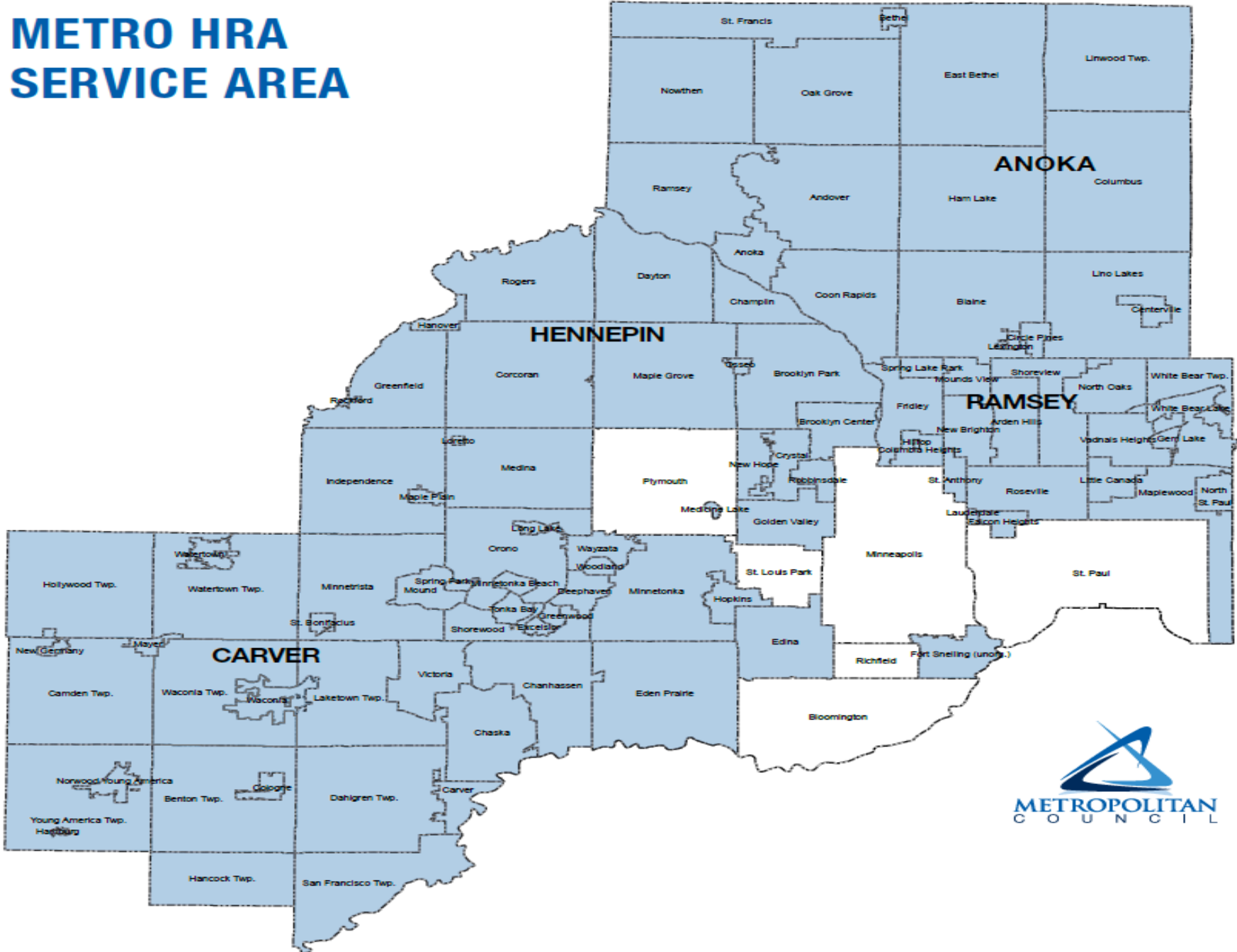
2022 Minnesota NAHRO Fall Conference



Metro HRA

METRO HRA SERVICE AREA

- Working in nearly 100 communities
- Anoka, Carver, most suburban Hennepin and Ramsey counties
- Serving more than 7,200 households
- Metro HRA's Outreach Team providing Housing Navigation services



Metro HRA Housing Navigation



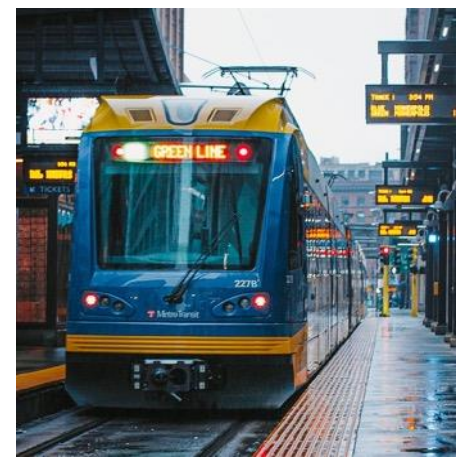
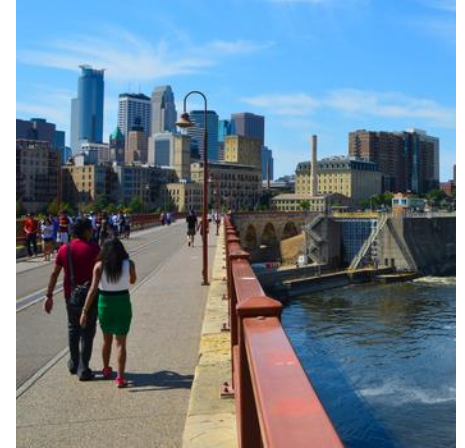
Overview

- In-house service, provided by Metro HRA Staff, Outreach Team
- Supports key priorities
 - Services for those experiencing homelessness
 - Housing stabilization
 - Mobility programs
 - Community partners and case managers
- Includes housing search, communication with owners/property managers, application fees and deposit payments

In House Service

Outreach Team's work supports Housing Navigation

- Owner and managers
 - HCV 101 for new or potential new owners and staff
 - Property Owner Workshops and focus groups
 - Annual Owner Conferences (pre-Covid)
 - Online resources at MetroHRA.org
- Participants
 - Resident Advisory Boards
 - Tenant Education Courses
 - Online resources and videos



Process

Housing Search

- Establish roles, responsibilities and expectations
 - **Housing Search Agreement**
- Tools like Housing Link, HUD Resource Locator, known managers/units
- Share leads with community partners/case managers
- Navigate barriers up front

Application

- Schedule showing/application directly
 - Confirm vacancy
 - Eligibility criteria
 - Affordability check
- Provide voucher and RTA
- **Letter of guarantee**
- Pay fees online as required
- Share verifications
- Follow up and then follow up again!

Lease Up

- Main point of contact
- Expedited inspections
- Communicate inspection schedules, rent portions
- Coordinate move in appointment
- Schedule Bridging/move in items as needed
- Soft hand-off for client and case manager to ongoing coordinator
- **90 day follow up**

Housing Search Agreement



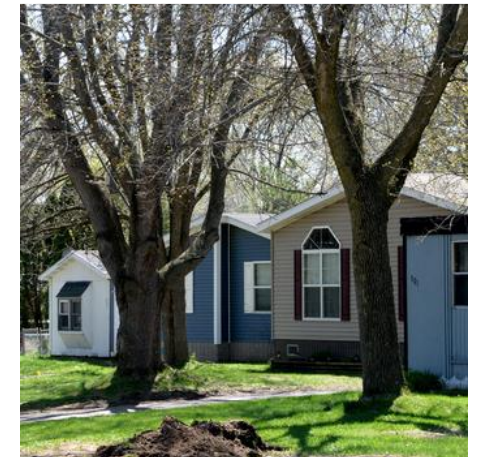
Agreement defines:

- Goals
 - Provide a list of vacancies to increase chances of finding housing
- Client Responsibilities/obligations
 - Follow up on provided leads
 - Attend scheduled showings
 - Choose the unit best for you
- HRA Responsibilities/obligations
 - Provide unit referrals
 - Arrange showings with owner/manager

Financial Assistance

Application Fee and Deposit Assistance

- Funds provided by Metropolitan Council
- Pay fees online when required for leasing process
- Exercise good stewardship of funds
 - Support community partner/case manager navigating Emergency Assistance
 - Coordinate shelter verification, estimated rent, passed inspection letters
 - Fill in funding shortfalls, split payments with community partners
- Stabilize families
 - Referrals to community resources and case management if needed



Follow Up and Ongoing Supports



Post Move Follow Up

- 90 days post move
- Client and case manager contacted by Coordinator
- Report any changes
 - Case managers
 - Contact information
 - Benefits
- Review Family Obligations and general HCV rules
 - How to report income changes
 - Plan for annual recertification and inspection

Housing Navigation in Non-Metro Communities

Clay County HRA

Gina Kautz

Supportive Services Manager

Clay County HRA Navigation

Overview

- History
 - Partnerships
- Supportive Services Department
- Homeless Programs
- Mainstream Programs



Housing Navigation

Formal Vs. Informal

- Staff is already doing it.
- Formalizing the informal.
- Education of staff, clients, landlords.
- Partnerships
- Website resources

Benefits

- Landlord Relationships
- Lots of Materials Available
- Higher Utilization Rates
- Lower staff burnout

Barriers

- Funding Sources/requirements
- High Need Clients/landlords
- Upkeep of Resources
- Bad Tenancies/Harm Reduction

Housing Navigation Resources

Funder Specific

- Many variables

Education

- Housing Link
 - <https://www.housinglink.org/>
- Veterans Affairs:
 - <https://www.va.gov/HOMELESS/nchav/education/Housing-Navigator-Toolkit.asp>
- HUD Resource Locator
 - <https://resources.hud.gov/>
- HUD HCV Landlord resources:
 - <https://www.hudexchange.info/programs/public-housing/hcv-landlord-resources/>
- HUD definition and explanation of housing navigation:
 - <https://www.hudexchange.info/resource/6673/covid19-homeless-system-response-housing-navigation/>