

CES PROJECT-BASED PSH MOVE-IN WORKGROUP PROGRESS AND NEXT STEPS

SUMMARY:

Beginning in July 2017, Enterprise, the United Way of Greater Los Angeles, LAHSA, HACLA, and HACOLA partnered to refine and provide greater structure for the CES match to move-in process for project-based permanent supportive housing (PSH) units.

During this time, this partnership has taken several steps to help reduce the time it takes to lease a PSH unit. This document provides an overview of what has been accomplished, activities that are ongoing, and next steps for the coming months.

PROGRESS TO DATE:

1. LAHSA moved its Housing Vacancy entry form to MyOrg Platform.
2. LAHSA developed and delivered CES Housing Vacancy form training.
3. LAHSA updated Housing Vacancy Guidance document.
4. LAHSA tracked CES vacancy data, demonstrating the amount of time from vacancy to match.

5. LAHSA created matchers onboarding training.
6. Enterprise analyzed a sample of vacancies from 2017 across 4 providers.
7. Enterprise completed a vacancy analysis for 2017 highlighting length of time to lease-up.

8. Enterprise created data tracking sheet for monitoring new vacancies and conducted on-site, in-person tutorial on using the tracker with HCHC, PATH, LAFH, and SRO Housing.
9. HACLA issued guidance on accepting copies of all forms.
10. LAHSA wrote email response guidance in template for emails from matchers to Housing Navigators.
11. LAHSA issued new policy guidance around multiple matching for new PSH vacancies as well as creating a point of contact designation, to help expedite locating CES participants for matches.

ONGOING ACTIVITIES:

1. LAHSA review match data to track length of time from vacancy to match.
2. LAHSA and Enterprise Co-convene PSH Forums quarterly.
3. Enterprise identify policy questions surfaced by housing providers that require system level guidance.

NEXT STEPS:

Training and Training Tools:

1. Create master list of compliance and eligibility requirements.
2. Create master list of requirements and necessary documentation surrounding subsidies and eligibility for the lease-up process.
3. Develop and conduct cross-Trainings for matchers/housers.
 - o PSH Development Basics
 - o Subsidy requirements and eligibility verification
 - o Lease-ups

Policy:

1. Determine appropriate point of contact throughout the lease-up process.
2. Issue policy on prioritization and matching (done by July 1, 2018).

Process Improvements:

Applications/Forms:

1. Update housing vacancy form to incorporate D/PM feedback including the need for easier input of specific information and including missing fields that would help produce a stronger match.
2. PHAs standardize required forms for the PSH application.

Procedures:

3. Review PHA and D/PM processes with an eye for redundancies and overlap
4. Conduct feasibility study of standardizing and releasing project application packet and processes for lease- up.
5. D/PM list second contact person for inspectors to ensure someone is available to show unit.

Data:

1. Enterprise and LAHSA establish timeline for using the data tracker and determine next steps for analysis.
2. Think about permanent data solution to track housing vacancies.
3. Enterprise utilize LIHTC performance data to reassess longitudinal impact of CES on project health