

LIGHTLY EDITED FILE

DVHTAC COVID-19 Special Topic Series: Landlord  
Engagement: Partnering to Safely House DV & SV

Survivors

National Alliance for Safe Housing

Remote CART

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>> Greetings, everyone.

I'm hoping you can hear me.

I think folks are filtering in.

And my name is Kathy Moore.

I am one of the moderators for today's session and  
we're

going to go ahead and get started.

We're just here for an hour.

We have some great content we want to get through, so  
I'm going to move through a bit of housekeeping while  
folks settle in.

First thing I wanted to mention is that hopefully  
you're

seeing there's a chat box.

And we really encourage everybody to introduce  
yourself,  
let us know where you're from, you know, we know that  
place,  
folks are coming -- joining us from all over the  
folks  
and we also understand that especially with COVID  
are feeling a little isolated these days.  
So dialogue with one another.  
Dialogue with us.  
And hopefully maybe make some connections and follow  
up  
with some folks down the road.  
So please use the chat box.  
Also we did receive a number of your questions and  
things you wanted to hear from this webinar when you  
registered, and we'll be trying to address some of

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those, but certainly as the webinar progresses if you  
have questions or thoughts about what you're hearing,  
use the chat box, and again we have some of my other

the moderators Jill and Debbie who are keeping an eye on chat box and will try to respond to some questions there.

will Wanted to let you know that this webinar is being recorded so keep that in mind and also know that it be accessible to you later.

at You'll get a link later on with both the recording as well as the PowerPoint, and so you'll be able to look those later, or you can share them with colleagues.

You can always go back to our website which is down at the bottom of this slide.

information It's [safehousingpartnerships.org](http://safehousingpartnerships.org) and you can find lots of other tools and resources there including

about the intersection of domestic and sexual violence and housing and homelessness.

So take a look at our website.

very Also if you go to the website if you go down to the bottom corner you'll see a link to our newsletter.

We've been trying to get that out quarterly.

The last one came out in July, so take a look at that and make sure you subscribe to future newsletters so

you can keep abreast of other trainings and materials and

so

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on that are coming down the pike.

In addition to this being recorded, it is being closed captioned.

I think you should be able to see that down at the bottom of the screen, and again that will be included with the recording so folks will be able to read along if necessary later on after the session.

Let's see.

Go through my list of housekeeping items.

I think I got them all.

If not my brilliant colleague Brittany who also works for the National Resource Center on Domestic Violence put this whole webinar together and she's doing a lot

of

the tech work.

I'm going to move quickly along since we have lots of information here.

is,

Just to give you a sense of who we are and what this

this webinar is being put together and offered by a consortium.

technical

It's a Domestic Violence and Housing Technical Assistance Consortium and it's made up of five assistance providers.

You see us listed down at the bottom of this slide. NASH is the National Alliance for Safe Housing, Collaborative Solutions as well as the National

Network

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to End Domestic Violence.

Our organization the National Resource Center on Domestic Violence, as well as the National Sexual Violence Resource Center and the corporation for supportive housing.

supported

Together we make up the consortium of technical assistance providers, and this whole thing is by a unique partnership of several federal funders, so the Office on Violence Against Women, Office for

Victims

of Crime, Office of Special Needs Assistance Programs  
as

well as the U.S. Interagency Council on Homelessness.  
So that's your consortium that's sponsoring this  
webinar.

Before we launch into the landlord engagement content,  
we want to set the stage and this upcoming info  
graphic

connects really leads right into landlord engagement and  
with it very deeply.

This is a brief infographic that really talks about  
the intersections between domestic and sexual violence,  
racism and homelessness.

So let's take a look at this for a couple minutes.  
>> Homelessness is an issue that far too many people  
face.

People of Color, specifically Black people, other  
persons of color and indigenous people experience

their homelessness in a dramatically different way than white counterparts.

People who hold multiple identities such as those who live at the intersection of disability, immigration status, sexual orientation, gender identify and more experience compounded barriers that further and housing instability.

A recent study found that 66% of people experiencing homelessness were Black while 28% were White.

Black individuals are only 13% of the U.S. general population compared to 74% of those who are White. Rates of homelessness within native communities are three to eight times higher than that of the general population.

In total 78% of people experiencing homelessness identified as People of Color.

This overrepresentation of Indigenous, Black and other People of Color experiencing homelessness cannot be explained by poverty or identity alone.

Structural racism, historical policies, institutional practices, and cultural narratives that perpetuate racial inequity put People of Color at a disadvantage for obtaining safe and affordable housing.

Women of color are much more likely to experience



domestic and sexual violence and survivors often face

7

network impoverishment.

extra

Network impoverishment occurs when the addition of a financially distressed household member places an strain on family resources.

homelessness

Oftentimes we tell a survivor experiencing to go to a relative or friend's house.

However this can cause immense burdens on the existing limited finances and available support from that network.

welfare

Racial disparities arise at every juncture from the legal system to housing to health care to child to public benefits.

an

Understanding the intersections between domestic and sexual violence, racism and homelessness and applying an equity survivor-centered lens in our work is the only

pathway to stability, safe housing and healing for all survivors.

If we want to address racial inequity, we have to acknowledge it, learn about it and talk about it so we can do more about it together.

To learn more visit [safehousingpartnerships.org](http://safehousingpartnerships.org).

>> Thanks, Brittany.

You know, I think that video just does a beautiful job of laying out a number of opportunities for racism and for racial disparities to show up for survivors who

are

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trying to access housing, and obviously we're going to be talking a lot about landlords and certainly we know that survivors who are indigenous and Black and from other communities of color experience racism as

they're

trying to access safe, affordable housing, and so I think this particular video, the last couple pieces of data here are setting us up nicely to talk about why

it

in

is so important for advocates to really get involved  
landlord engagement.

times

So in terms of COVID, you know, again just point out  
some really important disparities that be aware of.  
Black people are dying at a rate much higher, 1.5

where

higher than their share of the population.  
We know that several states are essentially erasing  
Native Americans from their data sets about COVID by  
classifying them as other, and by contrast states  
they are being tracked, they're finding severely  
disparate rates of COVID infection.

residential

And then also research suggests that racial  
segregation is a fundamental cause of health  
disparities.

can

in

Move to the -- there we go.  
Finally in terms of this kind of setup framing, you  
see communities of color are disproportionately live  
neighborhoods that are further from grocery stores and

medical facilities due to historical racial discrimination and red-lining policies as well as practices.

housing Many people of color live in federally assisted including public housing section 8 programs and these are often segregated neighborhoods that have less investments in their communities, and these challenges are exacerbated for People of Color living in rural communities because counties are really far away from services.

a So we're especially glad to be hearing from folks from rural state or well not a rural state.

The plane state.

who We're also honored to be joined by another presenter is going to be speaking about experiences in Baltimore, Maryland.

pertaining You'll get a range of options and information to landlord engagement, and I'm going to stop with the setup and the framing and welcome a couple of our speakers.

I believe Lee is going to be joining us first from the  
Nebraska Coalition to End Sexual and Domestic  
Violence.

So Lee, why don't you take it away.

>> Thank you.

I'm Lee Heflebower.

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I'm with the Nebraska Coalition to End Sexual and  
Domestic Violence.

And I'm the domestic violence and economic justice  
specialist there.

Prior to coming to the coalition, I was the  
administrator for a variety of state and federally  
funded housing programs included transitional housing,  
rapid rehousing and permanent supportive housing in

both

the urban and the rural parts of the state.

I'm also currently serving as the vice chair of the  
Nebraska commission on housing and homelessness.

I've had a great deal of partnerships with both  
landlords and housing providers across the state.

geography

Lincoln

state.

I wanted to start by showing you a map of Nebraska.

Many of you are probably not familiar with the

of Nebraska but we primarily are two urban areas

and Omaha, which are on the far east side of the

Two other entitlement communities Belleview which is

right next to Omaha and grand island which is in the

south central portion of the state but the majority of

it is rural.

Lincoln

So when we're looking at our continuum of cares,

and Omaha each are their own COCs, but the balance of

the state is primarily the entire rest of the state,

90

counties.

11

domestic

It takes about eight or nine hours to drive across the

state so what you're seeing here on the map are

violence programs.

of

We have 20 of them, so as you're looking at the size

many

the geography that those programs have to cover, it's pretty impressive that they're able to manage that

communities in that large of an area and give services to survivors, and trying to help survivors access housing within that large of an area can be really challenging for those programs.

We have limited domestic violence specific housing funding within the balance of the state.

flexible

Some of our domestic violence programs do have

DV

or housing specific funds, but we don't have any HUD,

bonus funding at this time.

has

Lincoln does have a DV bonus program, and Omaha also

some housing programs that are specific.

of

But often our survivors are getting housing assistance from other community organizations such as state or federally funded programs, public housing authorities, community action agencies and similar, but the amount

are

housing search support that those organizations can provide really does vary depending on their resources and again the size of the geographic area that they

serving.

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So sometimes survivors have assistance and sometimes they're trying to find housing units on their own, which can be really challenging.

So I want to talk a little bit really about those barriers to housing that our survivors are facing across the state.

So that will be on this next slide.

Housing inventory is really a problem in rural -- in our rural part of our state.

I'm going to give you a little bit of our information that's from our most recent state consolidated plan and

those are for the non-entitlement rural areas, and the four housing problems that were specifically noted in our plan were overcrowding as was noted in the network impoverishment that we saw in the video where we have families that are doubled up, larger households that are



in very small housing units that are really not appropriate for that size of households.

of  
Cost burdens that are greater than 30%, and then substandard housing and particularly in our plan were noted a lack of complete plumbing facilities and lack complete kitchen facilities, so even those basics of having a really safe and stable housing unit can be a challenge to find those across rural Nebraska.

rural  
About a third of renters are cost burdened in our

13

states.

their  
over  
18.3% were-- their housing costs were over 30% of income, and 14.3% were severely cost burdened with half of their income going to housing costs.

So for survivors who are already facing financial challenges due to the abuse that they've experienced, whether it's financial abuse, whether that's the

financial impacts of relocation, legal, medical bills, it really can be a challenge for them to try to afford any sort of unit that may be available.

Our vacancy rates are fairly low across the state and those that are available are often priced out of the range of what our survivors can afford.

There's some workforce housing that's being built in different communities around the state.

Some growth is occurring, but often those are newer buildings that have higher rates that are far above

the

fair market rent.

We have aging and substandard stock as I mentioned before.

conducted

There's often a lot of repairs that need to be on housing units.

Landlords are often hesitant to invest a lot of money into getting those units up to the point where they might pass a habitability standard inspection that's

often required for housing assistance and lead based paint is a concern because a lot of those units are older, so if you have households with young children that's not something you can reasonably expect. For landlords to mitigate that, they usually won't invest that much.

have

They have other people that are willing to rent those units and will go along with that and don't need to it pass those standards.

And we have a problem with a lack of accessible units, and some of this goes along with the aging and substandard stock.

have

If you have any sort of short or long-term mobility issues, there are really very few options where you accessible units.

can

Even trying to just find a ground floor walk-in unit be very challenging.

We really struggled to find units for people who are needing those additional accommodations.

town

And for our survivors when you're living in a small and you're trying to escape your abuser, moving across town often doesn't increase your safety.

Across town may not be that far, and often in small

hard towns everybody knows your business, so it can be a thing, so trying to relocate however has challenges of

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it's own.

hundreds If you're trying to move to a community that's of miles away, oftentimes we see that even trying to do any sort of remote housing search, survivors simply can't do that on their own.

Many of those private landlords don't have their stock up on the internet, for example, that you can do those sorts of searches.

So without assistance from an organization that can provide that advocacy and that assistance with housing search, it can be really hard to find a new unit.

the Transportation is also a big issue, and particularly to price of gas if again you're trying to do round trips these other communities to look for housing, it can

get

very expensive very quickly.

And then there's a concern about safety and anonymity.

When survivors are applying for housing, they may need

to be putting the reference down of the landlord or

moving

mortgage company where they were living prior to

to that other community.

And if you're in a small town and your new landlord is

concern

asking references of your old landlord, that's a

from

with trying to keep your new location safe and away

anybody who might be taking advantage of that

information.

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initiatives

We have had a number of landlord engagement

areas,

going on across the state primarily in the urban

so if we go to the next slide, I will touch on what a

few of those have been.

These have primarily been taking place in the Lincoln and Omaha metro areas because it's easier to get landlords together, but they've been faithful successful.

Both have held landlord summits where we bring -- we invite pretty much every landlord and property owner in the area, invite them to an event.

This year obviously we're going virtual and talk with them about the benefits of becoming involved in housing programs and working with people who are receiving assistance from those programs.

We allow the different types of programming to present information about their specific model.

Landlords often don't understand that there are a lot of variations across the type of housing assistance you may receive.

They may only know of one population or program and assumes that that applies across the board.

For them to realize there are a lot of variations and some may fit within their business model can be very helpful.

other

We also invite landlords who have participated with housing programs to those summits as motivational speakers to really talk heart to heart with those

property managers who may still be on the fence about that, about the reality of it, both the good and the bad, and I think having landlords themselves discuss that can be really helpful.

a

We've had some landlords who have really encouraged other property managers to step up to the bat and make difference for the community while also acknowledging that, you know, there may be challenges, but they also note that there are challenges anytime you rent to somebody.

You're always taking a risk.

So that's been a big piece.

We have landlord awards.

love

We have a landlord of the year award and landlords that.

They put that on their website.

They put the awards up in their office.

They promote that highly.

back So we really encourage giving a lot of appreciation

to those landlords as well.

And within the COCs because those communities work really closely within all the housing systems, we're

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as able to do a systems wide outreach to property owners a COC as a whole.

We're still trying to -- at the very beginning stages trying to figure out how to do that for the whole state.

However, because it's so broad and there are so many property owners across that many counties, we're really

looking at some new initiative of how that might function.

our The Nebraska Investment Finance Authority is one of statewide partners we really appreciate.



conference

They've had some presentations at their state

about housing programs reaching out to landlords, and they're just now beginning to do an educational series of webinars specifically targeting property managers across the state who may be working with housing programs talking with them about the unique needs of different populations who may be getting assistance,

and

we really appreciate that they are actually giving us two weeks of those webinars, one specifically to talk about domestic violence survivors and one to talk

about

human trafficking survivors and to engage landlords

with

specific needs of those populations.

So we think that's very helpful.

All of the housing programs continue to do their own outreach as well.

19

I have to say having run housing programs, you find a landlord and you sort of tuck that in your pocket and

that

you hold that close and you don't share that a lot because you want to be able to continue to reach to person.

that

But having housing programs work together to share information about landlords and engage them with other folks that are looking for assistance, that benefits all of us as a whole.

all

We want to make sure that our housing programs are working together.

heart

Sometimes landlords will have a soft spot in their for one type of population or another.

They may want to work with veterans.

They may really have a soft spot for domestic violence survivors or with families with children.

So being able to have a variety of approaches to that has been really helpful as well.

been

So today I wanted to be sure we gave a shoutout to one of our statewide partners, Nebraska Children and Families Foundation and highlight the work they've

sexual

doing to support domestic violence survivors and

supports.

violence survivors who are looking for housing

today

And Jason Feldhaus has very kindly come on with us  
and talk more about that but I want to highlight a few

20

ways that they've helped with specific populations of  
our survivors.

violence

When they developed their play books, which was a  
strategic plan for the statewide, they were really  
conscious about including the needs of domestic

survivors and programs within that and particularly  
around the issues of housing.

or

Their community response system is statewide, and  
they've been able to engage survivors who may not be  
reaching out to necessarily our domestic violence  
programs, who may not have -- have engaged with them

encountering

have been through the programs and now are

some additional struggles, so the Nebraska children's  
community response workers are able to address some of  
their needs as well.

They did get the funding from HUD a couple years ago.  
And we know that transition aged youth are particularly vulnerable to victimization and exploitation, so it's very important for them to get connected with safe housing project as well.  
And the housing navigator project is a new initiative.  
So I'm going to pass it over to Jason and let him share more about the great work that they've been doing.  
>> Thanks, Lee, and folks, we could not do as well in our state without the leadership of people like Lee and

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her Nebraska Coalition to End Domestic and Sexual Violence.  
They're an amazing partner and the work they do is so extremely valuable and necessary.  
I appreciate that introduction but it takes a village to get through all of it.

My name is Jason Feldhaus.

Families

My official title is the vice president of youth and family sustainability for Nebraska Children and Foundation.

trying

That's a really kind of fancy way of saying I kind of have a passion for two things, and one is really to develop strategies and increase investment around poverty prevention, wealth increase, and financial well-being along with a real focus on our OV youth population for many years.

So we have developed what's called the connected youth initiative.

different

It's an evidence-based model that uses several components to address the needs of youth that are experienced or have experienced our juvenile justice system, foster care, homeless and run away, sex trafficking or other at-risk youth populations.

So with that being said, that kind of has led my work into a lot of housing and affordable housing in our

one efforts around affordable housing, and today I think of the things we wanted to touch on was again some of the work that we've been starting to develop around landlord and landlord assistance programs, and I think I'd like to start kind of here with this.

direct support based The play book that was mentioned, we -- Nebraska children develops a lot of local based prevention systems, and we actually do not provide a lot of service or any direct service, but we create and coalitions or collaborations through funding and best practices and also provide evaluation to community-based prevention systems.

look Our goal is to leverage as much investment into prevention as possible. We started out with the families preservation act in 1997 really trying to address child abuse and neglect prevention, and it has just continued to grow as we at prevention as a whole.

With that being said when COVID hit around March when our communities really started feeling the effect and people went into social distancing, we led an effort

them

called the play books and that was community based and facilitated conversation as broad as we could make and get as many people to the table to see what the needs they were seeing on the ground and how could we

23

federal

invest the CARES act collars or other additional funding to address the needs of individuals and communities.

And through that CARES act or through those play book conversations, we did, we looked at vulnerable populations so we tried to look at families.

We tried to look at families.

We tried to look at elderly or senior populations.

populations

We looked at domestic violence, youth, youth

and we used the lens that looked at connectivity, food insecurities, housing and so forth.

things

So what we'll discuss here today are some of the

in

that have come out of those housing discussions to address the needs of the most vulnerable populations in our community.

really

And one of them, I think the next slide is a landlord support program that we're developing, and we've

systems

tried to look at how we develop landlord support from the perspective of maintaining and keeping affordable housing available in the communities that they currently are in, and so one of our biggest concerns moving forward or what came out of the play book discussion was that landlord, the expectation was many of our landlords were going to provide eviction notices to our individuals once the moratorium lifted.

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And two purposes.

but

One was to collect on rental assistance in arrears, our state wasn't well positioned like most states to access CARES act dollars to pay for those rental



assistance and arrears, but it also an investment or reinvestment back into their savings through lost revenue for homeowners insurance, ongoing mortgage payments, lost upkeep or increased liveable standards, and what we had heard in many cases and especially in talking with some landlords was that regardless the eviction would happen in which they could raise their rental rates to recoup some of those lost revenues and so it would move those units out of affordability.

address

So we really started to look at what is a way to

individuals

both the affordable housing, make sure that

have what they need as tenants to be supported and to thrive as well as what is landlord -- what do we think landlords could benefit from.

So we developed a landlord assistance fund.

some

But one of the twists we kind of did with this and

of the questions we got from you guys on registration, I'm going to try to touch on this, is that many of the questions asked about landlords that wouldn't already accept vouchers or were not in the need to accept

of

vouchers because they could fill their units outside

that.

So when we started discussing how do we target some of the landlords from a productive perspective and really try to build better relationships with them, we looked at not only do we -- how do we provide the rental assistance but what are other offers that we think landlords could take advantage of to keep them engaged in that affordable range and allow the community to develop that relationship with them to maintain them

as

supportive landlords.

So what we've done with this landlord assistance funds and we're going to utilize some of the CARES act funds for we're going to provide not only rental assistance

to

landlords, but we worked out a process where we

believe

we can go in and do rehab on some of units where they can prove that due to the COVID loss of revenue has stopped them from changing an HVAC unit or electrical

or

plumbing or some increase in livability for the homes.

It will not be cosmetic.

of

It can't be carpet and paint but it will be something

a nature that would encourage them to continue to increase the livability of their home while also maintaining that unit in an affordable range.

Once we have that entry into that we're hoping we can talk with them about rental support services and

26

order

services and resources available to the tenants in to keep them engaged and the individuals staying in those rental units.

we're

And our biggest key to this was that it wasn't -- not developing this relationship with the human services.

Human services will develop a relationship with our economic development district boards, but those local economic districts are where -- who will provide this assistance and support to the landlords, and that was

won't

the other key to those that at this point in time

development

approach voucher programs, we're hoping that an entry through a different approach using economic

community

and showing the importance of landlords in the

as an economic impact provides us with a stage or an opportunity to have those conversations in depth about how we can support their tenants long-term but also support their need to be vital resources in our communities and maintain their rental units in an affordable housing range for low and moderate income families.

is

And so that's our goal with this program over the next six months up to January 1 with the CARES Act dollars

to invest in landlords directly for both financial assistance up to \$2,500 and up to \$7500 for kind of

27

rehabilitation project within their rental units.

And hoping that that through an economic development

of

board provides the space for both human services and economic development to recognize the needs of those landlords as well as support and recognize the needs of their tenants.

So that's our one pilot program that we're really focused on and going to see where it goes.

We're lucky enough in the state of Nebraska to have a philanthropic community that's fairly generous.

how

So long-term the goal is to see like Lee brought up

mix

NIFA our finance authority as well as our economic development department works with private funding to

and braid those dollars to keep this process going, to keep engaging new and different landlords, expand on landlord monopolies in some of our rural communities through this engagement and investment in their properties as an economic impact for the entire community, and so that's the framework in which we're coming from with this pilot and we're hoping to see great results.

The other effort that we're looking for is more of a long-term effort is that we've identified some private funding source where we will expand the work force in partnership with our finance authority and the

department of economic development to find individuals that can be landlord liaisons.

This is not a new practice.

Many states have landlord liaisons, but our goal with this is to do two things.

relationship

One is to help cultivate and continue this

in

with landlords and see if with we can be preventative

need

the idea that making sure landlords have what they

and

from a perspective of access to non-profit services

supports and resources in a timely fashion to maintain

housing for our low and moderate income families.

But it's also a need many of our communities have said

is it's the language and the dialogue between

within

municipalities or our government based leadership

communities

communities and economic based leadership in

and the ability to translate the needs for ongoing

affordable housing, workforce development housing and essential housing and all three levels of it.

where

And so these positions will also be put in a place

housing

we're hoping they can gather regional data, work and build relationships not only with landlords but with local municipalities to look at their long-term

is

strategies and their housing plans and understand how that directly relates back to the population in which in need of that housing and what other supports and

29

successful

services are there to make that housing and that investment by those municipalities much more

in leading to a thriving community.

So our goal over the next year is also to continue to develop those positions.

We're looking at probably six or seven of them statewide.

our

As you can see, I think it's 77,000 square miles in state, and so these individuals will have to cover considerable ground but they will be directly plugged into our continuum of care, our homelessness systems, the community action that support landlords and their programs.

landlords

We're hoping to be able to expand that bank of that are interested as well as find how municipalities can start investing in affordable and low income

housing

from the perspective of maintaining rental units where they're at now, what is the expansion of those rental units that we need in line with what the population of most in need and vulnerable.

as

Those are a couple different programs that Nebraska children is looking to invest private dollars as well some of these CARES act and public dollars that we've identified.

Department

We work with the governor's office as well as



of Health and human service, NIFA and DED to kind of  
culminate an approach in nerve where housing is part  
of  
our welfare system, our child welfare system.  
In other words, housing is an indicator of thriving  
for  
the Department of Health and Human Services, so that  
partnership is starting to really be developed and the  
investment in both our landlords from a perspective of  
them as being a vital resource to our communities and  
an  
investment into our tenants as being an investment and  
thriving is what our ultimate goal is.  
It's the combined effort to make sure that they're  
supported in communities so we can maintain the stock  
that we have and if not increase that stock of low and  
moderate income properties.  
>> Great.  
Thank you, Jason, and thank you, Lee, for giving us  
that  
perspective from Nebraska.  
Daniela  
And now we're going to shift gears and hear from  
in Maryland.  
They have a lot of great strategies and how they've  
cultivated a pool of landlords and really the

importance

of doing this work with a racial equity focus in mind.

So Daniela, I will turn it over to you.

>> Thank you.

Hi, everyone.

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My name is Daniela.

My pronouns are she, her.

I'm the residential director at HopeWorks of Howard County and oversee our emergency shelter and our rapid rehousing programs.

engagement.  
I'll be focusing on rapid rehousing landlord

So hope works is a comprehensive service agency in Howard County, Maryland, that provides direct services to survivors of intimate partner violence, sexual violence, and human trafficking.

sit  
and  
We participate in our county's continuum of care and on committees for prioritization, coordinated entry

HMIS.

We began implementing rapid rehousing about four years ago.

At the time we only had one case manager and she provided case management for all of our programs and was the primary point of contact for anything related to rapid rehousing.

The rest of our residential staff in our agency had limited awareness of rapid rehousing, the eligibility criteria and what it could be used for.

We learned that in order to fully implement this program our staff needed to understand rapid rehousing, what it could do and what its limitations were.

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Our case manager at the time created a handout for our clients that provided an overview of rapid rehousing and what to expect.

We learned that we needed internal staff capacity to

begin successfully using rapid rehousing funds.

We managed to obtain funding for a second case manager and case management loads were able to be split.

it We began talking about rapid rehousing and connecting

specifically to the various intersecting systems at play

our the homeless system in our county more openly during team meetings.

learning We had a leadership change that occurred in our department and that leadership went through the

collaborative through the national alliance to end homelessness.

were Through the learning collaborative we had the opportunity to engage with other organizations who

also implementing rapid rehousing.

we We needed to acknowledge however that the population

work with has experienced complex trauma and that the intersection of homelessness and gender-based violence is complex.

Many of the individuals and families we work with are experiencing homelessness because of the violence that they have endured.

Whether because they left or entered our shelter, were evicted due to the abusive partner or the abusive partner was removed from the home but the survivor was not able to maintain the housing.

Acknowledging this intersection helped us connect to homelessness and the rapid rehousing program directly

to the individuals and families we serve.

Part of our work as service providers is to have transparent conversations with our clients.

We have worked to explain the systems to clients in order to build a deeper understanding that ultimately we

are all operating within the boundaries of a system we do not control.

These systems can often be oppressive and impact our clients in ways we don't understand unless we have their

lived experiences.

From these conversations we've moved on to create more comprehensive documentation targeted towards the

landlords we engage with.

documentation

It was important for us to create targeted

towards landlords.

We created an FAQ form that emphasized that rapid rehousing is a federally supported program that our clients will continue receiving case management throughout our participation in rapid rehousing and

that

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rental assistance is specific and tailored to each client.

face

We have invested the time to educate and explain what our agency does, the specific barriers our clients

in obtaining housing and our role in supporting our clients.

We are transparent in the information we're communicating while remaining solutions oriented.

as

This means that while our clients face barriers such

credit

poor credit, the main reasons they may have poor

are often a result of the violence they've endured and the various resources that are in place to assist our clients in working to address the barriers they have. We make sure to be as responsive as possible given confidentiality restrictions.

We often have our clients on calls with us and we make sure to have releases of informational allowing us to communicate with the landlord.

We thank them for the opportunity to work with us and let them know that we wish to work with them in the future.

These practices are what have worked best for us in engaging and retaining landlords but we've also lost landlords and we've lost them due to the way that clients have kept their property during their stay or

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once they have left.

limited.

Our options to support in these situations are

and

We thank them for their willingness to work with us

our clients and apologize for their experience.

In response to this though we have tried to engage clients in more direct conversation about maintaining their households and connecting them to programs that build skills around household maintenance.

Specifically one of our partners has a tenant success program that we refer our clients to when it's available.

shelter

We've also been quicker to address any patterns or behaviors we notice while they are in emergency

and offer support around that in the most trauma-informed way possible.

It's important to acknowledge that cleaning and maintaining a household is a skill and not everyone is taught this skill.

Cleaning can also be a trigger for some clients depending on the violence they've endured.

best

It's important to acknowledge and see how we can be supportive to our clients and to our landlords.

In order to continue growing with landlord engagement, we've identified the need for more staff.

At this point in time we have two case managers who



provide case management for all of our programs.

It would be helpful to have an individual that would specifically focus on landlord engagement and retainment.

In theory this person would go out into the community and provide the necessary education to landlords

around

rapid rehousing.

Just as important, though, they would also be able to provide education surrounding our clients and the barriers they face and our organization in order to build those much needed connections.

This ties into the sustainability of our staff and our department.

Rapid rehousing is administered out of our residential department, which is made up of staff who are

primarily

Black, Brown, and Persons of Color.

Our advocates and case managers do immense amounts of work.

They're often working in isolation and apart from the main office of our agency.

They are essential workers and have maintained our residential program operational throughout this pandemic.

to They've been able to maintain our program operational provide emergency shelter to individuals and families

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who are fleeing violence situations.

Particularly around the continued racial injustices against Black individuals.

They're existing in a pandemic and continuing to work with individuals and families who are also traumatized while trying to remain trauma informed themselves.

particularly By naming this because as service providers

service providers who provide residential services, there are little to no systems in place to support.

When speaking about the work we do, the work we try to

important

do and the work that's still left to do, it's

to name that we also need to care for our front line workers, essential staff and each other.

each

Thank you, everyone, for your time, and I hope you

continue taking care as best as you're able.

>> Thank you, Daniela.

We really appreciate your perspective and sharing just reminding us about how we need to focus on our clients and be sure that we're trauma-informed and really just reaching out to so many different people that are marginalized right now.

you,

So thank you so much for sharing with us and thank

Lee and Jason as well.

We are going to now move into some questions and some discussion.

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for

So I'm going to see if I can provide a few questions

us.

I don't know that we'll get to all of them.

I do want to just mention that everyone had a lot of great questions, and we'll do our best to try to field

a

few of them in our time left.

So let's see if we can maybe one of our panelists

could

talk a little bit about -- and I think several of you have touched on this but engaging landlords and making sure that we're not breaking client confidentiality.

That feels like a really important question.

Would one of our panelists like to tackle that.

Maybe Lee or Daniela.

>> I can speak to it.

>> Great.

Thank you.

>> This is Daniela.

So the confidentiality piece is something that we encounter with every single client that we're trying

to

house.

Some of the practices that we've tried to put in place are to always have the client on the phone calls.

If it's more general, so let's say the landlord needs just overall information on the program, then we speak very generally about the program without violating the

client's confidentiality.

It's also a really good practice to have releases of information and clearly have a conversation with the client as to what they would like to have discussed

and

what they wouldn't like to be discussed.

We make sure to follow up with our clients so we do have

an independent conversation with the landlord and the client is not on the phone, then we follow up with our client afterwards giving them like a debriefing of

what

we spoke about and what was said during the call.

That way they feel like they're also involved and we're

not saying anything that would jeopardize their housing.

>> Great.

Thank you, Daniela.

Lee, do you want to say anything to this question as well?

>> Yeah, I would agree with Daniela.

I think it's a fine line that you walk with those property managers especially when you're searching for housing, if it's identifying that your program -- if you're a domestic violence program and you have that funding, it's pretty obvious that that person is a survivor if your agency is the one providing that funding.

So that can be a challenge.

40

Another reason why it could be helpful that you have a variety of housing programs working together to recruit landlords, so it's just one more program kind of in the mix rather than identifying that this is the landlord that the domestic violence program works with and, you know, out of the 12 plex there's six survivors that are in this unit.

When you have a wider variety of options, that really

benefits the survivors and also helps them be able to locate at those units that are more specific to their needs.

needs But I think landlords need to understand and it's not just domestic violence survivors but other housing programs that serve people with behavioral health

assistance or disabling conditions, and you have to approach it with the idea that we're providing financial

and we are focused on working with this person to be a good tenant which includes following the lease, paying their rent and utility bills, but as far as case management issues, that's just off the table when it comes to conversations with the landlord, and if you have a good relationship with your landlord, they need to be able to understand that.

>> Great.

Thank you.

It's so important to train those landlords and make

sure

they understand their responsibilities.

So thank you, Lee and Daniela, for that.

All right.

out

We have some questions that I'm going to just throw here.

tax

So what do you do with landlords in terms of giving advice or 1099s?

Had that question come up it looks like a couple of times.

maybe

That feels a little bit like a legal question and

Miriam is answering that for us.

briefly?

Miriam, would you be willing to talk about that

Okay.

I'll just read her response.

this

She can just chime in on the 1099 tax question, and

out

was not clear in the past but it appears the IRS has recently clarified that landlords should be filling or filing 1099 forms.

So that probably means that you should be -- if you're providing resources to the landlord, you might be involved in preparing those 1099s.



I'm not sure.

That's a little bit out of my scope, but thank you, Miriam, for providing that answer for us in the chat.

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All right.

We had another question on what if people do not want to take a third-party check?

What would we do about money orders?

I don't know if any of the panelists want to weigh in on that, but we'd love to hear your thoughts on that.

>> This is Jason.

We haven't run into a lot of that yet but again other than cash we can't do that.

So money orders can be worked out, direct payment to any of the contractors if the landlord doesn't want to receive it themselves.

But really it's case by case and, you know, we've been able to move just a lot of our private funds into a

around  
like  
for  
some

position that's a little more flexible than those private dollars so we match to that to try to get some of those barriers, Venmo accounts or anything that that we couldn't use public dollars for. So it's not a really good answer to that question. I mean I understand your question. I just -- it's so case by case at this point in time us, so maybe other panelists have a better response. >> And this is Lee. We did have a state senator who recently introduced legislation that would prohibit landlords from

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choose

discriminating against tenants based on the source of the rental payment, so a landlord couldn't refuse to rent to somebody who was getting housing assistance primarily that would pay that because that has been a bit of an issue around the state that they would

radar

not to accept those payments from other agencies.

It didn't get very far but it's definitely on the

screen, so we're hoping that that will move forth in coming sessions.

>> Okay.

Thanks, Jason, and thanks, Lee.

Appreciate your input on that.

around

We did have a question that popped up in the chat

providing information around VAWA to landlords and I don't know if any of our panelists would like to talk about that but I believe we do provide some training

and

education for landlords around VAWA requirements.

Would anybody like to talk about to that?

Carlo, thank you for answering, but if anybody would like to talk about that, we'd love to hear how you're implementing it in the field.

>> So this is Lee again.

did

So we have had situations where particularly when VAWA started including the continuum of care programs that landlords who had been working with housing programs

were not want to sign that paperwork, and I think there maybe a few landlords who just stopped being partners. But it really -- we really talked to them about the benefits of that.

It's much better that they allow the person, the survivor to break the lease or move on rather than to increase the safety risk and it would talk about the risk to the property, to neighbors, as well as the benefits to the survivor.

But we found it a little baffling because often these landlords that were balking at it were already working with housing authorities and already subject to VAWA requirements but landlords said they just didn't read the paperwork.

They didn't know they had been doing this all along. So I think after some education that became a little bit clearer.

It was just a little startling for them at first. But yeah, I think it's an ongoing conversation, and within some of our continuum of cares we've had groups that have been meeting and really discussing sort of

are

case by case how to handle any sort of problems that coming up with cases that relate to VAWA both with the landlords as well as the housing provider side as well ask that's been helpful in educating the broader scope

45

of folks that are engaged in these issues.

>> Thank you, Lee.

that?

Daniela, do you have anything you wanted to add to

>> Sure.

So when we are providing the education around rapid rehousing in our agency and the population that we serve, we do talk about VAWA pretty briefly.

We try to use language that is understandable for everyone, so even the documentation that we've created has plain language just to make it accessible and more digestible for folks, and then we let them know to

look

over everything and if they have any questions not to hesitate to reach back out to us.

>> Great.

Thank you.

the

We do have a question in the chat box about sharing  
outline for the tenant success program.

Would our panelists be able to share that?

>> I don't have that, but I can try to find one.

It's operated through our partner agency, so I can see  
if they're willing to give it out.

>> Great.

I think that also just want to encourage everyone to  
look at -- go to the HUD exchange.

There are some tenant success type of programs.

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invite

I know in the past HUD has promoted so I want to  
you all to check those out as well.

All right.

Did we have think last questions that anybody wants to  
ask before we conclude our session for today?

then

If you do, if you want to just drop it in the chat,

we'll try to get to that.

Okay.

So we have somebody asking if we can clarify the question about the 1099.

Let me see if I can read that question.

So the question was, What do you do about landlords in terms of giving tax advice or 1099s?

up

That's a question that we received, so I won't really interpret that, but if anybody wants to ask a follow-

question, we'll try to have somebody answer that.

And we have about 30 seconds left.

Okay.

So someone was wondering about the landlord agreement.

Do you have a sample?

to

I believe that we actually did put a link in the chat

the HUD exchange.

It has some samples.

We'll try to make sure we have those available.

So we are recording this session, and we'll make sure

47

audio

running

that we send out some resources as we send out the recording and the chat, so unfortunately we are out of time, and I want to thank all the panelists for their time and participation.

We do have a lot of great resources through the consortium and especially want to highlight the [safehousingpartnerships.org](http://safehousingpartnerships.org) website for additional resources.

being

And I want to thank everyone for participating and a part of our conversation today.

Thanks so much, everyone.

CART

Access

lightly

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