



Meeting the Need with Homeless Prevention and Rapid Rehousing

December 8th, 2021

Webinar Facilitators

Dr. Alonzo Peterson

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Overview & Presenters

- Catholic Charities of the Archdiocese of Galveston-Houston
 - Carol Suazo
- Under 1 Roof
 - Verna Jones, MSW & Janet Akorikin, MSW
- The Chosen Ones Outreach Enrichment Center
 - Rev. Edward Lawson & Teresa Finch
- Additional Q&A for Presenters



Making Wise Choices
Requires Taking Chances
For Positive Change





Questions

- Enter questions into “Questions” panel of GoToWebinar

A couple of questions will be addressed at the end of each Agency presentation.

Remaining questions for the Agencies will be addressed at the end of the presentations

- If you have questions for TDHCA ESG staff, email esg@tdhca.state.tx.us

Lessons Learned:
**TDHCA CARES Homeless
Prevention Program**

Overview

- For nearly 80 years, Catholic Charities has provided food, clothing, shelter and a network of support services to people of all ages and from all walks of life and religious backgrounds.
- We also promote social justice, serving as a voice for the poor and vulnerable.
- Annually, we provide help and create hope for more than 100,000 people as they create better lives for themselves and their families.



Program Description

- Clients Served 140 HH (Round 2)
- Funding \$ 351,410 (Round 1)
 \$1,600,000 (Round 2)
- Staffing 2.5 case managers;
 supervisory and support
 staff
- Dates 7/23/2020-1/31/2022
 (Round 1, as amended)
 1/14/2021-3/31/2022
 (Round 2)



Challenges

- Increasing program capacity and areas served
- Operating in a COVID environment
 - Health/safety protocols
 - Increased client/staff stress
 - Reduced public transportation options
 - Reduced access to government/employer/leasing offices
- Varied access to technology/internet



Challenges (continued)

- Limited landlord relationships beyond City of Houston
- Abundance of housing assistance options
- Disjointed messaging leading to client/landlord confusion
- Establishing trust



Solutions

- Hired and trained motivated Case Managers
- Created staff partnerships to surge services
- Safety/self-care for staff
- Increased outreach



Solutions (continued)

- Build trust/relationships with clients/landlords
- Staff laptops/hotspots for mobile services
- Expanded documentation delivery options
- Offer group assessment appointments



Benefits

- Leasing Office appointments enable staff to enroll 10 or more clients in one day, including full documentation and apartment inspections.
- Agency office group appointments enable staff to enroll 10 or more clients in one day, including full documentation.
- Full documentation through onsite group enrollments lead to more timely rent payments which quickly re-set the tenant-landlord relationship.



Pitfalls

- The risk of losing control of balance between quantity and quality.
- Creating false expectations that surge-level services can be maintained indefinitely.



Conclusion

- New challenges require new approaches to be successful.
- We did it. You can, too.



Questions?

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Contact

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Program Director

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Under 1 Roof ESG Programs

Texas Department of Housing and Community Affairs

CARES Conversation

December 8, 2021





Agency Mission

- In order to assist persons to become self-reliant, Under 1 Roof provides supportive housing and other services to homeless and low-income individuals as well as families of our community.



Agency History

- Under 1 Roof (U1R) began by providing housing in 2011 and currently offers a successful continuum of housing programs and services designed to aid homeless and those in danger of becoming so.
- Over 12,000 individuals call and/or come to the agency for assistance each year. Most clients are the working poor.



TDHCA Program Overview:

- **Rapid-Rehousing Program:**

A housing first intervention designed to help individuals and families quickly exit homelessness and return to permanent housing.

- **Prevention Program:**

Provide rent and utility assistance to individuals and families at risk of homelessness in Dallas and Collin County.



COVID-19 Pandemic: Challenges & Solutions



Challenge #1:

Lack of in-person client contact due to the COVID-19 pandemic.

Solution:

Electronic Application
Zoom Intake & Case Management Session



Challenge #2:
Landlord Engagement

Solution:
Build trust & rapport with landlords
Expedite Payment



Challenge #3:

Timeliness of documentation submission

Solution:

Offer different methods to submit documentation.

Contact Landlords Directly



Challenge #4:

Program capacity – clients served.

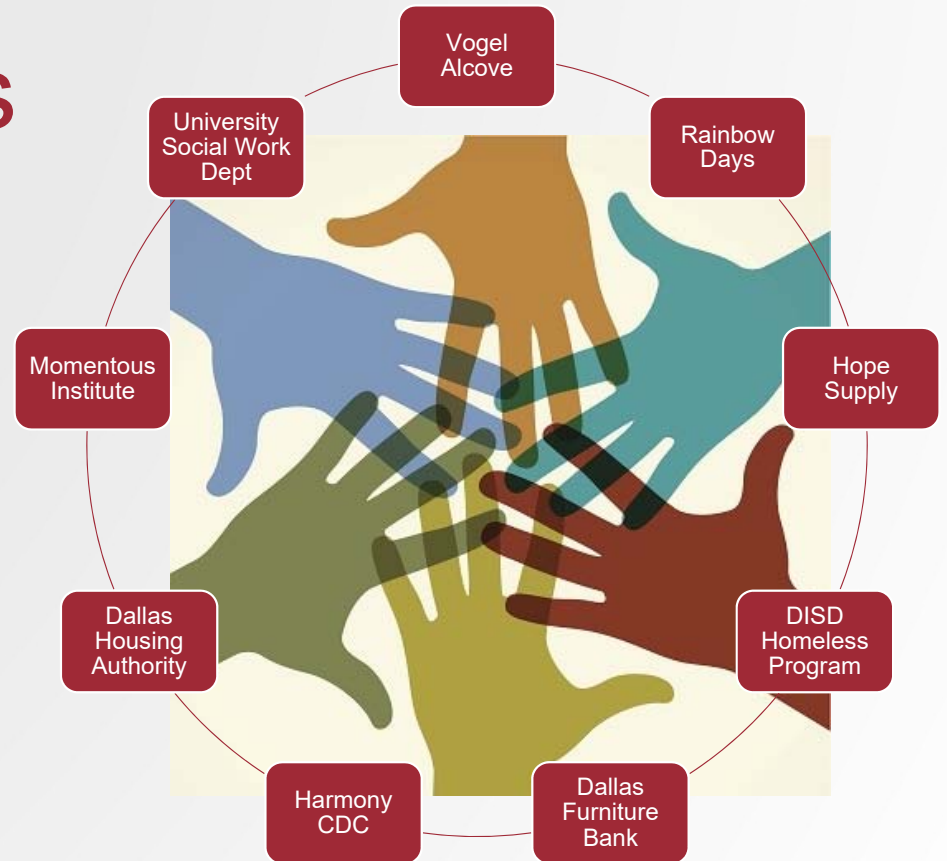
Solution:

Increase Outreach Efforts
Walk-In | Drive-Thru Events
Social Media Marketing



Collaborative Partners

Clients in our programs are assisted with supportive services such as financial literacy workshops and childcare through our collaborative partners.





Contact Information

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Executive Director

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Senior Director of Prevention Services

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Direct Line: (469)371-5687

Agency Line: (214)343-4000



Agency Location

Under 1 Roof

5787 S. Hampton Rd. Suite 390

Dallas, Texas 75232

www.under1roofdallas.org

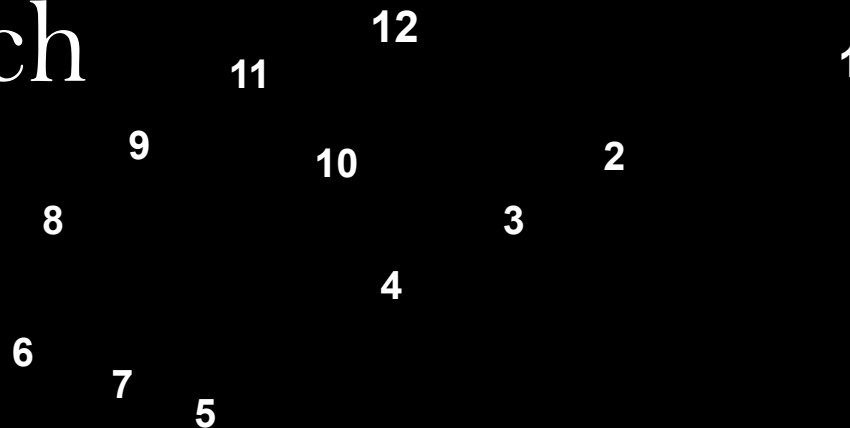




Questions



The Chosen Ones Outreach Enrichment Center





Making Wise Choices
Requires Taking Chances
For Positive Change

The Chosen Ones Outreach Enrichment Center

- **Who We Are**

THE CHOSEN ONES OUTREACH ENRICHMENT CENTER was birthed from The Chosen Ones Outreach Ministries of Galveston, Inc., established in 2018 by Reverend Edward S. Lawson, III. Reverend Lawson's experience as a homeless individual inspired him to start The Chosen Ones Outreach Ministries of Galveston, Inc. He later went on to serve as the President of the Gulf Coast Homeless Coalition for six years. The Chosen Ones Outreach Enrichment Center is in partnership with the American Red Cross in serving the Southeast region of Texas. We are one of the lead agencies that serves as the Disaster/Spiritual Care Service, and Emergency Response Service. We teach the three C's of life: Choices, Chances, and Change. We strongly believe you must make wise **Choices**, which requires taking **Chances**, if you want positive **Change**. Our emphasis is a spiritual and faith-based support service that works to improve and enhance the quality of life for our consumers.

- **What We Do**

Our services are to the disadvantaged and includes feeding the homeless, veterans, seniors, families and families with children; providing clothes; a snack program; an outreach program that assist in securing housing, health care, and education. In addition, we deliver food to shut-ins, seniors, and veterans. Reverend Lawson, also serves as Supervisor, in assisting non-congregate shelter services through the Red Cross. We also provide assistance with past due utility payments, back rent, eviction notices and finding permanent housing. While providing these basic services, we educate and empower our consumers to help themselves, so they are not only able to survive but to thrive and become positive contributors within their communities.



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PROCESS WORKFLOW FOR:

Case Managers

Executive Assistant

Data Entry Operators

Accountant

HMIS Specialist



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- Call are received in the enrichment office, and applicant are passed to the case manager.
- For applicants who are within driving distance or can come to the office, appointments are made.
- For applicants who are unable to come into the office or live a distance away, their applications are submitted via the internet.
- Case Managers filled out the TDHCA Covid form for applicant to proceed
- The case manager proceeds with gathering information
- Applicant needs to fill out the following forms:
 - 1. Initial Screening Form
 - 2. Required documents
 - 3. Waiver
 - 4. Application
 - 5. Authorization



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- Ø 7. Rapid Re-housing /Homeless Prevention/Utility Assistance Release Form
- Ø 8. Self Certification Form (for Rapid Re-housing)
 - 9. Emergency Solutions Grant Form
 - 10. Household Expense Form
 - 11. Income Verification Form
 - 12. Budget Sheet
- Applicants provides SSN, ID card, DL and documentation requested by case manager.
- The applicant must provide a copy of lease document.
- Case Manager contacts Landlord for the W9 form and a letter of the exact amount of back rent due.
- Data Entry Officer verifies if the applicant exists in the HMIS system to avoid duplication in the system.
- If the applicant qualifies, Assistant Executive Officer reviews the application and case notes and approves the application.



The Chosen Ones Outreach Enrichment Center

- On receiving the approval request, Reverend Lawson approves, and a check is issued.
- In the absence of Reverend Lawson, the Assistant Executive Officer assumes duties and any decision making.

FAQs

How are the files categorized?

- Active – Entered on HMIS
- Exited – end to end complete cases with the Chosen Ones with entry and exit dates
- Voided – Applicant exists on HMIS with an application within the same calendar year

What happens if ‘Applicant Exists on HMIS’?

- If the ‘Applicant Exists on HMIS’, check if the last application was within the same calendar year. If the applicant has an existing request within the same calendar year the application will be voided and referred to another organization.



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How to check duplication on HMIS?

Duplication on HMIS can be cross checked using:

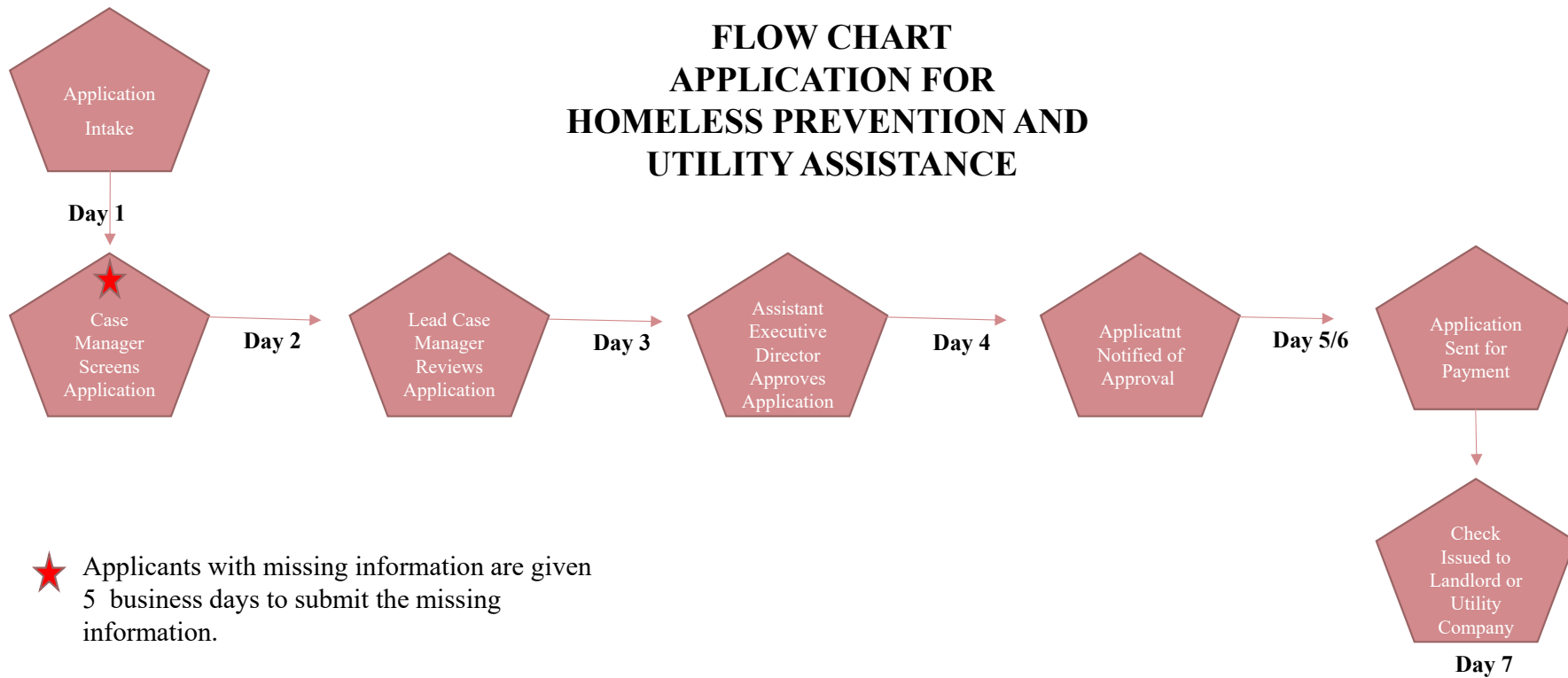
- Name of applicant
- SSN
- Date of birth



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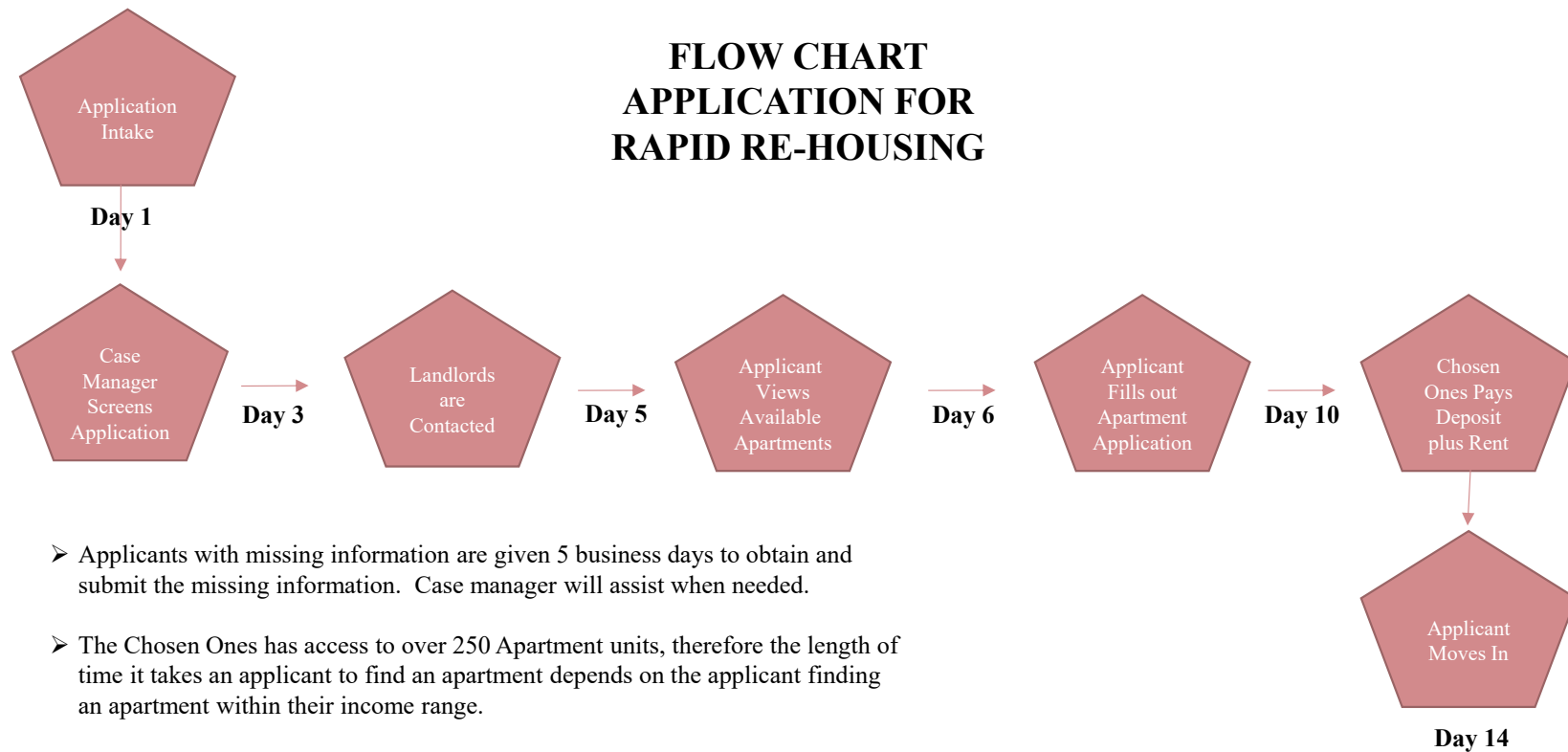
FLOW CHART APPLICATION FOR HOMELESS PREVENTION AND UTILITY ASSISTANCE





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FOLDER ORDER

BLUE COVER SHEET

Left Side of Folder

- Covid-19 Homeless System Response
- Required Documents which determines HP - RRH - Utility Assistance
- Initial Screening Intake Document
- Staff Certification Eligibility for ESG Assistance (head of household) Document
- ESG Covid 19 Assistance Application
- Monthly Household Expense Document
- Two forms of ID
- Authorization for Release of Information



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BLUE COVER SHEET (continued)

Left Side of Folder

- HMIS Release Form
- HMIS Information – Participant Verbal Consent
- HMIS Information – Participant Written Consent
- Signed Eligibility Form (About the Program) Document

GREEN COVER SHEET

Right Side of Folder

- Verification of Income – (Income worksheet), includes employment, food stamps, etc.
- Covid 19 Certification of Homeless Status Document
- Emergency Solutions Grant – Covid – 19 Self Declaration of Zero or Unverifiable Income



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PURPLE COVER SHEET

Right Side of Folder (Continued)

- Copy of Apartment Lease
- Letter from Landlord of rent due along with the W-9 Form
- Emergency Solutions Grant – Covid – 19 Self Declaration of Zero or Unverifiable Income

PINK COVER SHEET

- Case Notes & Exit
- Birth Certificates
- Bank Statements (if used to verify income)



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MONTH END CLOSE CASE MANAGEMENT PROCESS

- Ø During the last week of each month, the Accountant cross checks the folders for accuracy of information and requests additional information if needed This process serves as a check and balance.
- Processed case folders are given to Accountant to enter specific information into spreadsheet format:
- Data Consist of: Application Date, Case Reference #, Name, County, Type of Request, Brief Description of assistance, Race, Amount, Check #, Payee, Check Date, Household Income, # of family members, Birthday of Client, Birthdays of Family member(s), Age of Family member(s), Gender and Note Field
- At the end of the day, the Accountant verifies number of cases with the HMIS Specialist and Case Managers to ensure all cases are entered and accurate case count is in balance.
- All information is now ready to be incorporated into The Monthly Performance Report that is prepared by the Administrator.

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Questions?

Thank you to our presenters!

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- Teresa Finch
Administrator



Questions?

THANK YOU

Questions for TDHCA ESG staff?

EMAIL US AT: ESG@TDHCA.STATE.TX.US

