



GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

HOUSING SOLUTIONS COMMITTEE

Meeting Details	Date: 17, July, 2023	Time: 2-3:30pm	Location: Webex
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Meeting Notes

I. WELCOME AND AGENDA REVIEW

Theresa Silla (Executive Director, ICH) welcomed co-chairs Colleen Green (Executive Director, DHCD) and Shellon Fraser (Senior Director of Lending, NHT, Inc.) to the meeting along with committee members. Director Silla noted that guests today include The Lab @ DC. Shellon Fraser welcomed members to the meeting as did Colleen Green.

Director Silla covered the following ICH meeting conventions. Please refer to slides 2-6 for additional detail.

- Introductions and calls for announcement
- Adopting meeting notes
- Meeting recordings in compliance with the Open Meetings Act
- Managing the ICH Listserv
- Review of the agenda

II. DISCUSSION ITEMS

There were two (2) discussion items including an update from The Lab @DC on how they are working to help improve residents' experiences navigating the District's voucher process, and a review by the ICH on understanding the District's housing inventory.

A. EXPEDITING HOUSING PLACEMENTS – THE LAB @ DC

Sweta Maturu and Nellie Moore (The Lab @ DC) led this segment of the meeting. Please see slides 8-19 in the PPT for detail and committee feedback. The impetus behind The Lab @ DC work is the need to expedite housing placements in the voucher program using a new application form, but starting with a broader lens of asking how this process can be refined. Three activities were covered centering on design practices to improve resident experience – form redesign, discovery research, and co-design.

The Lab @ DC Background:

- Located within the Office of the City Administrator for the past seven years, working in partnership with District agencies and residents to meet critical problems with scientific methods.
- Staff is comprised of social and data scientists and civic design researchers.
- Skillsets include civic design, evaluation, and predictive modeling.
- There are 15-20 projects coming from agencies requesting help issues.
- All six (6) design staff are working on the housing placement initiative.
- Hired five (5) resident researchers through DHS who are part of the project team whose lived experience is invaluable. The new forms are proposed to be used by DCHA and DHS. Please refer to slides XX-XX for additional details and for feedback.

Form Redesign Work – with DCHA and DHS

- Goal - create a PDF application packet
- Objective – transparent packet that is easy to complete that reduces effort from front-line staff
- Working on Fall 2024 rollout – conducting form auditing. There are 40 forms in the application process.

Discovery Research – to learn about resident experience

- A need to understand barriers that residents face throughout the voucher process and identify perspectives of stakeholders
- Concluded a month of discovery research to gather qualitative data to inform future policies and programs
- The work hinges on working with residents in this process to co-lead research activity and make key decisions to priorities areas on which to focus.

Co-design Work

- What does the process look like from start to finish and what are the residents' insights?
- Creating solutions with residents rather than for them so their experiences are centered in the development of programs that aim to serve them.

Questions from The Lab @ DC to the Committee:

- What else are you working on that The Lab should know about as they begin to co-design?
- What are the potential barriers to participate or to engage?

The Lab @ DC is hosting several co-design sessions in July and August. Please see slide XX for offerings. Meanwhile, user testing is ongoing.

To sign up for the co-design sessions register at this link: <https://www.eventbrite.com/cc/dc-housing-vouchers-community-design-sessions-2410949>

Case managers interested in testing the new form of the housing voucher applications please connect with Nellie Moore at nellie.moore@dc.gov.

B. UNDERSTANDING OUR HOUSING INVENTORY – DHCD PIPELINE REPORT REVIEW

ED Silla led this discussion posing the question of why there is a need for a housing inventory review. Highlights are included below. Please see slides 21-25 in the PPT for more details.

- The review is a component to meet legislated requirements related to the ICH Annual Update – a community-wide assessment to identify resources that are available and needed.
- Request to address vacant units and demand for universal housing

DHCD Pipeline Report is one of many inventory tools. Links to tools are listed below.

- Housing Inventory Count – since 2005 – <https://www.hudexchange.info/programs/coc/coc-housing-inventory-count-reports/>
- DHCD Housing Report - <https://octo.quickbase.com/db/bit4krbdh?a=q&qid=228>

A critical question is who has the accurate data?

Erin Wilson (DHCD) provided context on reports tracked by DHCD, including limitations based on how the data system is built and how historically the data has been tracked versus making changes to the reports. Tenant PSH is tracked elsewhere. Currently there are 477 PSH units being underwritten – and 2500 affordable units that will close through 2024.

III. SYSTEM CHECK-IN

The DCHA, ICH and DHCD provided updates as follows to get a sense of items that are top of mind:

A.DCHA UPDATES: RENT REASONABLENESS, FEDERAL VOUCHER INITIATIVE & PUBLIC HOUSING WAITLIST

Rent Reasonableness

Hammere Gebreyes (DCHA) led this update – noting that July 1 was the start date for new lease ups and new moves to be evaluated on a unit-by-unit basis for rent reasonableness, with a payment standard paying by bedroom size. With each new request for tenancy there is a calculation based on www.affordablehousing.com. This group works with more than 1,000 housing authorities across the country – providing analysis to determine whether rent being requested is reasonable. In the coming months additional data will be provided to the committee. Any landlords requesting rent increases will have this process applied to them also. Tenants will be notified of the process. The goal is to be close to the market and be in real time.

Federal Voucher

- After reviewing utilization and budget, determined there are federal vouchers available
- Original date/time of application is the preference
- DHCA is processing eligibility
- Partnered with vendor to process through the eligibility process
- Nan McKay working with DCHA
- There is a call center number
- There is an initial letter and then a second reminder to advise return address is not DC
- Anyone on the waiting list or not sure if they are on the waiting list should visit the website or call 202-535-1000.

Anyone who has received an invitation to apply for a federal voucher should connect with the DCHA – Nan McKay Eligibility Customer Service Line at 202-539-8277.

Public Housing Waitlist

- Over the past few months, eligibility fairs were held at the MLK Library – processing applications. Property management teams are reaching out and processing applications and working through eligibility determinations and connecting them to housing as appropriate.
- Next part of the process –later this summer/fall, a reopening of the public housing waiting list
- Reopening will be site-based – meaning an individual waiting list for reach property in the portfolio.
- People can apply for as many or as few units
- More information to come.

For discussion and feedback on these topics, please see slides 27-29 in the PPT.

B. ICH UPDATES – STAFFING TRANSITIONS

ED Silla advised that Jorge Membreño's last day as Special Advisor with the ICH was July 14 as he delves back into direct service and engagement with homeless services. Eileen Rosa (Special Advisor, ICH) will now serve as Special Advisor for all subpopulations (families, singles, Veterans, and youth). A new special advisor will include system level care coordination.

C. DHCD UPDATE – GREENER GOVERNMENT ACT IMPLICATIONS AND FY24 ANNUAL ACTION PLAN

Erin Wilson presented on this update for DHCD on the Greener Government Act which makes changes to requirements for getting to extreme green buildings. An amendment to the bill was made in 2022 with implications that any project not selected by the end of this calendar year would need to be Net Zero – meaning the building is designed to generate an equal amount of energy it uses. Please see slides 34-35 that provides feedback and information on the public hearing scheduled for Tuesday, July 18 at 6:30pm. The Comment deadline is Thursday, August 10.

D. OTHER PARTNER UPDATES

Three (3) partner updates were mentioned in the meeting that will be moved for discussion at next month’s meeting:

- Application Fees - Rachele Ellison
- Utility Fees – Dr. Mayaalla
- Denial of healthcare – Jakia Carroll

IV. ANNOUNCEMENTS AND REMINDERS

System-wide reminders were addressed on two ongoing programs including DMV-issued non-drivers’ identification and the Medicaid renewal effort being led by DHCF. Please refer to slides 37 for more details.

V. SUMMARY AND ADJOURNMENT

Co-chair Shellon Frasier mentioned that she acknowledges the hurt being felt in the community, as noted in the chat comments, noting there were 60 people on the call. The ICH will work to get help for you. ED Silla thanked the committee and adjourned the meeting.

Next Meeting	Date: August 21, 2023	Time: 2 – 3:30pm	Location: WebEx
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Participant List (59 Attendees | 33 Organizations)

2028****61 (Concerned Citizen) Felicia Holmes (Concerned Citizen) Francwa Sims (Concerned Citizen) Jackson Boyle (Concerned Citizen) Shonnie Jones (Concerned Citizen) Adam Maier (Pathways to Housing) Adarcy’Len Williams (DHS) Amoni Woodby (SOME) Annemarie Cuccia (StreetSense Media) Ashlei Schulz (Legal Aid) Charisse Lue (Legal Clinic) Chloe Cohen (OCA) Ed Villard (Private Landlord) Erin Byrne (DCCADV) Gregory Crawford (Access Housing, Inc.) Hammere Gebreyes (DCHA) Holly Denniston-Chase (Blue Light Advisors) Ishan Heru (CCDC)	Kate Coventry (DCFPI) Kelvin Robinson (Mary Elizabeth) Lara Pukatch (Miriam’s Kitchen) Sara Cartmill (COH) Sharlene Castle (Jaydot) Shellon Fraser (NHT, Inc.) Shirley Johnson (Mission DC) Tracy Cecil (Cecil Consulting) Victoria Melendez (LISC) Iris Osuji (CNHED) Robert Trout (CNHED) Dr. Mayaalla MuQaddim Abdullah Al Saud (CEWG/PFFC) Jakia Carroll (CEWG/PFFC) Ms. Naomi (CEWG/PFFC) Nikila Smith (CEWG/PFFC) Qadir El-Amin (CEWG/PFFC) Rachele Ellison (CEWG/PFFC) Reginald Black (CEWG/PFFC) Robert Warren (CEWG/PFFC) Colleen Green (DHCD)	Erin Wilson (DHCD) Valerie Piper (DHCD) Anna Fogel (DHS) Anna Gray (DHS) Abby Sypek (Everyone Home DC) Brendan Haley (Everyone Home DC) Camryn Bullock (Friendship Place) Lynn Amano (Friendship Place) S. Banks (N Street Village) Sangita Joshi (N Street Village) Clarence Stewart (TCP) Fred Swan (TCP) Nellie Moore (The Lab @ DC) Sweta Maturu (The Lab @ DC) ICH Staff Daisean Foster Donna Harris Eileen Rosa Jill Carmichael Synina Pugh
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Kally Canfield (Community Solutions)		Theresa Silla
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