

GOVERNMENT OF THE DISTRICT OF COLUMBIA



Interagency Council on Homelessness (ICH)

Housing Solutions Committee Meeting Summary

Date: Monday, December 14, 2020

Time: 2:00 PM

Location: Conference Call

Meeting Participants:

Polly Donaldson, DHCD, Co-Chair	Holly Dennison Chase, LIIF
Chapman Todd, Jaydot, Co-Chair	Tracy Cecil, Dantes Partners
Kristy Greenwalt, ICH	Robert Warren, People for Fairness
Lindsay Curtin, ICH	Emily Near, Legal Aid
Sarah Malala, Jaydot	Aaron Ford, ICH
Erin Wilson, DHCD	Mary Ann Floto, United Way
Hammere Gebreyes, DCHA	Ronald McCoy, the Ron McCoy Group
Larry Handerhan, DHS	Adam Maier, Pathways to Housing
Colleen Connor, Housing Up	Sharlene Castle, Jaydot
Melissa Millar, Community of Hope	Ishan Heru, Community Connections
Nechama Masliansky, SOME	Jillian Fox, CSH
Rachel Rintelmann, Legal Aid	Jesse Rabinowitz, Miriam's Kitchen
Reginald Black, People for Fairness	Dallas Williams, DHS
Dexter Price, TCP	Waldon Adams, Pathways to Housing
Kierstin Quinsland, Miriam's Kitchen	Betsy Biben
Lara Pukatch, Miriam's Kitchen	Lynn Amano, Friendship Place
Reshma Holla, DHCD	Tynisha Owens, DHS
Keri Thomas, Friendship Place	Abbey Sypek, Everyone Home
Jordan Klebanow, Miriam's Kitchen	Bruce Finland, MED Developers
Kate Coventry, DCFPI	Blaise Rastello, Gilbane
Adam Rocap, Miriam's Kitchen	Danilo Pelletiere, DHCD
Baron Bell	Scott Bruton, CNHED
Julia Moran Morton, SOME	Gianna Nilio, Community Connections
Keri Thomas, Friendship Place	

Agenda:

1. Discussion on Housing Placement Processing Issues (DCHA and DHS)
2. Department of Housing and Community Development (DHCD) Update
3. Brief Update on PSH Development Process Task Group

Meeting Summary:

1. **Discussion on Housing Placement Processing Issues (DCHA and DHS):**
 - General + COVID Specific Challenges:

- Length of time to locate and engage a client
- Assembling required documents for eligibility application challenging/time consuming
- Confusion around role of each provider in process (Outreach, Shelter Cas Manager, PSH Case Manager, PEP-V Staff); different levels of engagement by different providers; confusion about escalating challenges with all providers/client involved in process
- PSH Providers not required to meet clients in person during public health emergency
- No centralized point person or database to track various aspects of housing effort
- Obtaining/Replacing vital documents and transportation to viewings complicated by COVID
- Addressing General & COVID Specific Challenges
 - Joint training with Outreach, PSH, PEP-V Staff on housing process and roles of each provider
 - Finalizing formal escalation policy which will be shared to providers
 - Virtual Process created for DC Birth Certificate and ID
 - Utilizing Lyft for unit viewings
 - Voucher tracking system
 - Possibility to certify providers to do inspections
- Voucher Application Challenges (General + COVID Specific)
 - Inconsistent/long timelines for status updates and determinations from DCHA; Inability to clearly track voucher process
 - Delays in processing applications due to missing or unreadable copies/documents
 - Required third party verifications are delayed due to operational changes amidst the pandemic
 - Accounts of entire application packets have been lost, especially during the start of COVID
- Addressing Voucher Application Challenges
 - Streamlining real time communication between agencies using shared tracker to better understand where clients are in lease up process
 - Condensing needed documents for DCHA application
 - Universal Landlord Packet created; will be reviewed and updated as needed to incorporate needed changes
- Post-Approval Process Challenges
 - Lengthy inspection timelines; units may not pass initial inspection, re-scheduling can take time, repairs may not be complete
 - Landlords not accepting PSH “Letter of Intent”; landlords requiring safety deposit at lease signing
 - Finding units desirable for each client; virtual showing a “model unit” - not the one the client is applying for
- Addressing Post-Approval Process Challenges

- DCHA/ DHS currently reviewing inspection process to find efficiencies to streamline the process
- Reviewing pre-inspection checklist with landlords to stress compliance
- Allowing virtual inspections for efficiencies in completing inspections
- Beginning the unit search process earlier and ensuring there is a clear process to document system barriers and client preferences
- Project / Site Based Challenges
 - Property screening process sometimes results in clients being denied after match/application
 - Clients decide they do not want a unit after being matched/application
 - Units left vacant while clients work through housing process causing financial impact to properties
- Addressing Challenges
 - Working on improved coordination when projects are in construction period, with service providers, DHS and DCHA to begin the client identification and application process.
 - Developing streamlined tracking methods to determine needs for occupancy and turnover units

2. DHCD Update

- Housing Stabilization Grants for two groups; ended last Friday, December 11, will be dispersing payments through end of calendar year
 1. Group A administered by DC Housing Finance Agency (DCHFA); includes housing providers in the city's portfolio of affordable housing projects financed by the Housing Production Trust Fund, Low Income Housing Tax Credits, or other local and federal affordable housing funds
 2. Group B administered by DHCD will include small housing providers with 20 units or fewer not in the District of Columbia's portfolio of affordable housing projects.
- Tenant Based Rental Assistance (TBRA) concluded Monday, December 14
- COVID-19 Housing Assistance Program (CHAP) will continue through new year; In January, housing providers will be able to apply on behalf of their tenants; will require sub agreement between housing provider and fiscal agent to ensure tenants will benefit from landlord application and be informed of assistance
- [DFD Pipeline](#): properties leasing up include 555 E St SW, 1736 Rhode Island Ave, Capital Vista, Delta Towers, South Capitol (updated report circulated with meeting summary)

3. Brief Update on PSH Development Process Task Group

- Introductory meeting today at 3 pm; will have more updates at next Housing Solutions Committee Meeting

Next meeting: January 2021 monthly meeting date to be determined and will be circulated to the group.