



***District of Columbia***  
***Interagency Council on Homelessness***



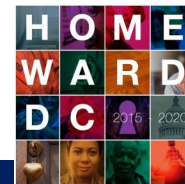
***Housing Solutions Committee***  
***December 14, 2020***

# Agenda



- I. Introductions
- II. Discussion
  - A. Housing Process Challenges/Solutions
    - 1. Pre-Application
    - 2. Application
    - 3. Post Application
    - 4. General
    - 5. Site-Based
    - 6. Solution Discussion
- III. Updates
  - A. DHCD
  - B. Development Process
- IV. Announcements
- V. Adjournment

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# Problem Statement



- ❖ In the housing process there is an unpredictable/inconsistent timeline from match to lease up, causing:
  - Clients matched to housing resources remaining unhoused for long periods
  - Vouchers to be unutilized for extended periods
  - Project based buildings unable to reach occupancy due to delays in client processing
  - Clients to potentially become frustrated/disengaged
  - Continued demand for shelter / PEP-V
- ❖ Today we will: Review the challenges at each stage of the housing process; discuss current projects to address these challenges; and brainstorm additional potential solutions.

# Pre-Application Challenges



## ❖ General Challenges:

- Length of time to locate and engage a client
- Assembling all required documents for eligibility application can be challenging/time consuming
- Confusion around the role of each provider in process (Outreach, Shelter CM, PSH CM, PEP-V Staff)
- Different levels of engagement by different providers
- Confusion about escalating challenges with all providers/client involved in the process

## ❖ COVID Specific Challenges

- PSH Providers not required to meet clients in person
- Obtaining/Replacing vital documents
- Transportation to viewings

# Addressing 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 Application Challenges



- ❖ **General Challenges**
  - Inconsistent/long timelines for status updates and determinations from DCHA
  - Delays in processing applications due to missing or unreadable copies/documents
  - Inability to clearly track voucher process
- ❖ **COVID Related Challenges:**
  - Required third party verifications are delayed due to operational changes

Anything we are missing?

# Addressing Challenges



- ❖ Streamlining communication between agencies using a shared tracker to better understand where clients are in the lease up process, in real time
- ❖ Condensing the needed documents for the DCHA application
- ❖ Universal Landlord Packet created and 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
- ❖ Some landlords are not accepting PSH “Letter of Intent”
- ❖ Finding units which are desirable for each client
- ❖ Landlords requiring safety deposit at lease signing
- ❖ Virtual showing a “model unit” - not the one the client is applying for

Anything we are missing?

# Addressing Challenges



- ❖ DCHA and DHS are currently reviewing the inspection process to find efficiencies in order to streamlining 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

# General Challenges



- ❖ No centralized point person or database to track various aspects of the housing effort

Anything we are missing?

# Project/Site Based Challenges



- ❖ Property screening process sometimes results in clients being denied after match/application
- ❖ Clients sometimes decide they do not want a unit after being matched/application
- ❖ Units being left vacant while clients work through the housing process causing financial impact to properties

Anything we are missing?

# 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

# Additional Ideas for Solutions



- ❖ Voucher tracking system
- ❖ Possibility to certify providers to do inspections

**Feedback on additional solutions**

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