



COLLABORATIVE  
SOLUTIONS

**HOPWA Refresher**  
**Charlotte, NC**  
**and**  
**Carolinas Care Partnership**  
August 15, 2022

presented by:  
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# Agenda and Housekeeping

Welcome and Introductions

Mid-session break

Questions are encouraged throughout!

# Topics of Discussion

HOPWA Overview and Housing First

Client Eligibility and Eligible Activities

Client Needs' Assessment, Housing Stability Plans, and Client Files

Community Planning and Collaboration

Client Termination and Grievance Procedures

Confidentiality

Monitoring and Reporting

Resources

# HOPWA Overview

# Statutory Purpose and Federal Response/Program Origin

“To provide states & localities with resources & incentives to devise long-term comprehensive strategies for meeting the housing needs of persons with acquired immunodeficiency syndrome & families of such persons....”  
(AIDS Housing Opportunity Act of 1990 - 42 U.S.C. 12901)

- Established by the AIDS Housing Opportunity Act of 1990 (42 U.S.C. 12901)
- HOPWA regulations finalized in 1992 (24CFR Part 574)
- Administered by the HUD Office of Community Planning & Development, Office of HIV/AIDS Housing
- Monitored by HUD State & Local Field Offices

# Housing and Health outcomes

- The connection between Housing and Health has been a major research focus in the HIV care field for many years.
- Research shows that as many as **70%** of all PLWHA experience homelessness or housing instability in their lifetime.

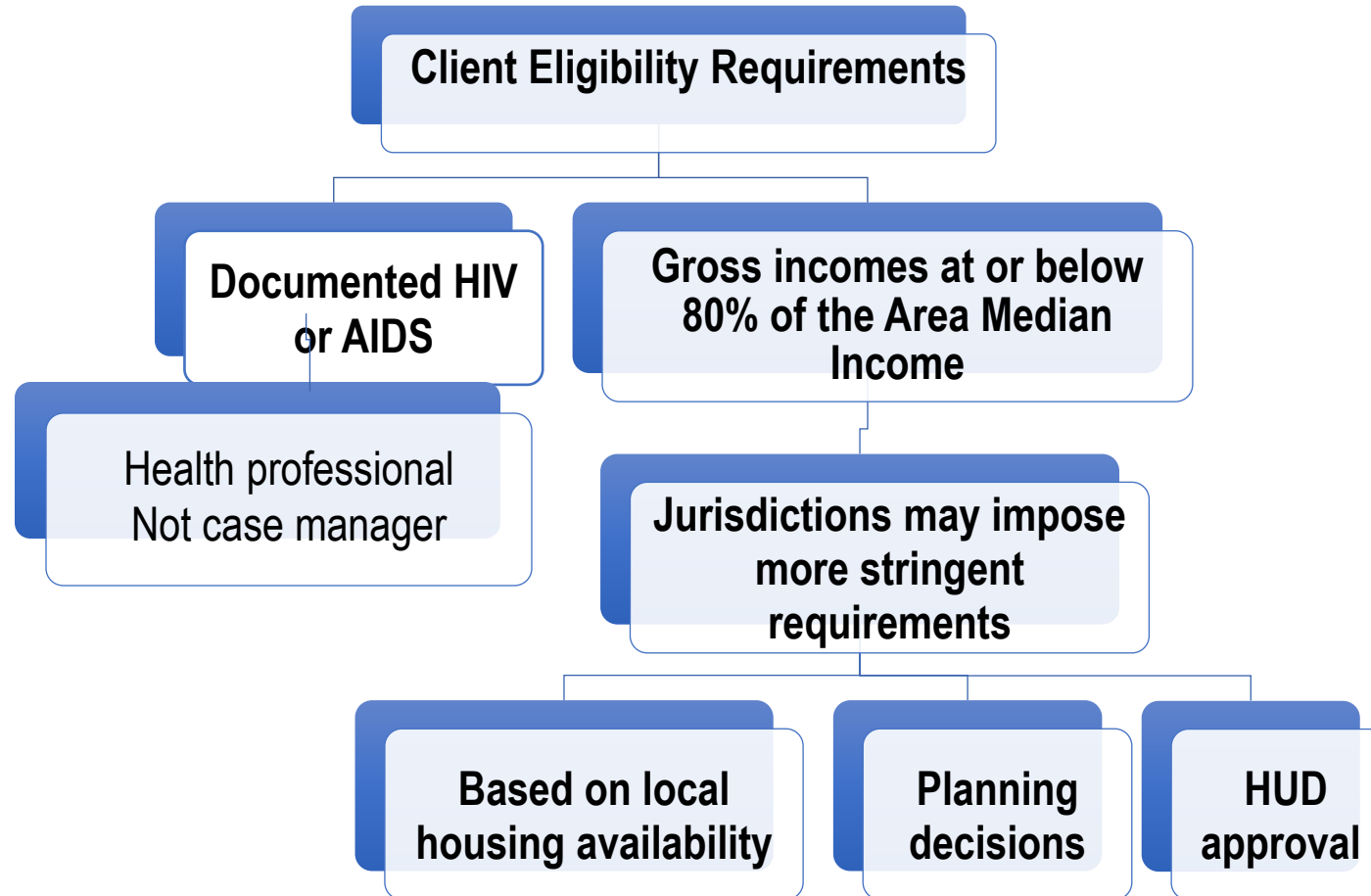
PLWHA  
who are  
homeless  
are *less  
likely* to

- Report good or excellent health
- Take HIV medication
- Adhere
- Have CD4 > 200
- Have undetectable viral load

# Charlotte's HOPWA Program

- The largest city in the EMSA (Eligible Metropolitan Statistical Area) is appointed as grant recipient ("Grantee").
- The grantee is responsible for selecting Project Sponsors & implementing grant activities across EMSA.
- **Counties in Charlotte's EMSA:** Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, and Union Counties (NC) and Chester, Lancaster, and York Counties (SC)
- Charlotte is seeing an increase of 8% in HOPWA funds with the FY22 allocation
- The City of Charlotte is required to submit a Consolidated Plan and Annual Action Plan and receive approval from HUD before beginning planned HOPWA activities.

# Client Eligibility





# Client Confidentiality

- Information on the HIV/AIDS status of a client is subject to confidentiality requirements
  - Mandated by Section 856 of the AIDS Housing Opportunity Act
  - 24 CFR 574.440 “The grantee shall agree, & shall ensure that each Project Sponsor agrees, to ensure the confidentiality of the name of any individual assisted under this part & any other information regarding individuals receiving assistance”
  - Grantees must have policies and procedures in place that protect the confidentiality of HOPWA participants.

# Eligible HOPWA Activities

24 CFR 574.300(b)

- Direct Housing Assistance
- Supportive Services
- Other Program Activities
- Administrative Expenses

# Direct Housing Assistance

1. Facility-based  
Housing Development,  
Acquisition, Rehab,  
Conversion and/or  
Leasing

2. Facility-Based  
Housing Operations'  
Costs (incl. PBRA)

3. Tenant-Based Rental  
Assistance (TBRA)

4. Short-Term  
Supported Housing  
(Emergency Shelter)

5. Short-Term Rent,  
Mortgage & Utility  
(STRMU) Assistance

6. Permanent Housing  
Placement

# 1. Facility-Based Development

- New construction for community residences and single room occupancy (SRO) units
  - Community residence: “A multi-unit residence to provide a lower cost residential alternative to institutional care....” (24 CFR 574.340(a))
  - SRO: “A residential property with single-room units for occupancy by a single individual
    - SRO’s must include food preparation & sanitary facilities
- 10-year minimum use period for new construction

# 1. Facility Acquisition, Rehabilitation, Conversion, Lease, Repair

- Acquisition, rehabilitation, conversion, lease or repair of facilities
  - Rehabilitation must bring facility up to HOPWA housing quality standards (see 24 CFR 574.310(b))
- Minimum use periods:
  - 10 years for acquisition and/or substantial rehabilitation
  - 3 years for non-substantial rehabilitation and repairs (the value is less than or equal to 75% of the value of the building after renovation)

## 2. Facility-Based Housing Options

Two types of facility-based operations:

- Facility-based
  - Operating Costs: Maintenance, security, insurance, utilities, furnishings, equipment/supplies
  - Leasing/Housing Assistance
- Master Leasing a building or scattered site units

Shared characteristics of facility-based operations:

- Rental subsidy stays with housing facility/units
- Requires “blended management” approach, integrating housing management with provision of supports
- HOPWA TBRA & Section 8 regulations apply (tenant rent payment, HQS/habitability standards)

### 3. Tenant Based Rental Assistance (TBRA)

- Funding is provided to an eligible household and the household selects a housing unit of their choice.
- Assistance is tied to the household, and the household can move to another unit within the grantee's service area.
- Maximizes choice, independence, anonymity, and enhances integration in the community.
- Considered Permanent Housing and does not have a defined end date.

# 4. Short-Term Supported Housing

- Housing facilities that provide temporary shelter
- Assistance is limited to 60 days during a 6-month period
  - \* **The 60 days do not have to be consecutive**
- Facilities providing shelter may not provide housing for more than 50 individuals or families at any time
- May be used to pay for short-term hotel/motel vouchers
- Projects must demonstrate efforts to connect beneficiaries to other housing & support systems
  - Must, to the extent possible, provide individuals with the opportunity for placement in permanent housing
  - Must also provide an opportunity to receive case management & supportive services



# Hotel/Motel Vouchers

- Track & report as “leased units” in the APR or CAPER under “Short-term Shelter or Transitional Supportive Housing Facility/Units”
- Categorical exclusion documentation under HUD’s environmental review requirements is required, made prior to undertaking the activity
- All short-term housing efforts must follow HOPWA STRMU guidance in CPD Notice 06-07 addressing connecting HOPWA beneficiaries to stable housing results with on-going support - [www.HUDExchange.info](http://www.HUDExchange.info)

## 5. Short-Term Rent, Mortgage, & Utility Assistance (STRMU)

- Time-limited, needs-based housing & utility assistance designed to prevent homelessness & increase housing stability
  - Assistance is provided to help homeowners & renters remain in their current place of residence
  - Designed as a short-term intervention. Other types of assistance (rental assistance or residency in community facility) should be used for clients with ongoing needs

# 6. Permanent Housing Placement

- Provides assistance to households moving into permanent housing
- **Application fees** charged by landlords or management companies
- **Credit check expenses** required by landlords or management companies
- **One-time utility connection fees** paid directly to the utility company
- **Security deposits** required for lease approval and occupancy
  - Cannot exceed two month's rent total
- **First/last month's rent** for households not receiving other federal, state, or local housing assistance such as HOPWA TBRA or Section 8
- **Rent or utility arrears** when past rent debt is documented as a barrier to obtaining permanent housing or establishing utility services in a new unit
- **Mediation services** related to tenant and/or landlord issues that may arise during the leasing-up process
- **An initial payment for Rental Insurance** is allowable under PHP, including payment for the first month of coverage or payment for multiple months that are covered by the first payment
  - Housing costs cannot exceed 2 months of rent value
  - May be used for subsidized housing

# Supportive Services

- Promote housing stability, reduce homelessness risk
  - Eligibility Assessment & Housing Resources
  - Case Management/Housing Case Management
  - Drug, Alcohol & Mental Health Treatment & Counseling
  - Day Care
  - Personal Assistance
  - Nutritional Services
  - Intensive Care (when required)
  - Assistance in Other Federal/State/Local Benefits & Services
  - Transportation
  - Limited Healthcare Costs (Under HUD Guidance)

## C. Other Program Activities

Housing Information Services

Resource Identification

Technical Assistance (Local)

# D. Administrative Expenses

## General Management

- Program Staff Coordination
- Management
- Reporting
- Contracted Services
- Goods and Services needed for Administration

## Limits

- 3% for HOPWA Grantees of total HUD award
- 7% for Project Sponsors of total Grantee award

# Discussion – Activities

1. Given today's review of all possible HOPWA activities, are there any activities you might consider adding in your community? Why?
2. Would you like more information about any activities?

# Q & A





# **Short-Term Rent, Mortgage, and Utility (STRMU) Payments**

# STRMU Overview

- HOPWA STRMU is designed to prevent the homelessness of low-income persons with HIV/AIDS.
- STRMU assistance is short-term and is limited to 21 weeks in a 52-week period
  - CARES Act funds permitted up to 24 months
  - Charlotte has not applied for the Waiver through March 2023 that permits HOPWA funds up to 52 weeks
  - The goal is that recipients will be stabilized through the STRMU assistance and able to remain in their current dwelling.
- STRMU payments cannot be made if other federal, state, or local resources are paying for housing

# STRMU Overview

- STRMU can temporarily cover a set amount up to 100% of an overdue and ongoing rent, mortgage, or utility payment.
- STRMU must be accompanied by a housing stability plan to assist the household with remaining stable after receiving assistance.

# Not Covered by STRMU

- First month's rent or security deposit
  - HOPWA Permanent Housing Placement (PHP) may be used for these
- Personal items (grooming, clothing, home and personal furnishings, care for pets)
- Vehicle maintenance and repairs
- Financial assistance/consumer credit or entertainment activities
- Phone services (basic phone service and long distance – in rural areas – may be covered as supportive service when needed to access necessary services)

# Additional STRMU Provisions

- Assistance must be paid to a third party (i.e. mortgage, landlord, utility company); No cash payments may be made.
- Amount of assistance may vary depending on funds available, tenant needs, and program guidelines. (Caps may be applied by the grantee based on community needs and funds available.)

# STRMU Policies and Procedures

- Eligibility – Income level, financial circumstances, etc.
- Documentation required (proof of occupancy, etc.)
- Program caps and limitations
- Policy on client contribution (not required, but should be addressed in P and P)

# STRMU Policies and Procedures

- Housing stability plan defined
  - Form/format of plan
  - Who is responsible for follow-up tasks
  - Client expectations for following plan
- Assistance calculation methods
  - Determining the start of 52 weeks
  - Methods and sample calculations can be found in the STRMU Guide:  
<https://www.hudexchange.info/resource/4843/hopwa-short-term-rent-mortgage-and-utility-assistance/>

# STRMU Monitoring

Key Monitoring Elements:

- Client eligibility
- Eligibility of expenses
- Documentation of need
- Time limits on assistance
- Housing needs assessments and plans



# Documenting Need

- Late or default notice is not required, but can be one form of documentation
- Possible documentation: monthly bills, income, assessment of need by CM after review of financial forecast, budget, employment, or HIV/AIDS health-related condition.

# Mobile Homes and Trailers

Can be assisted under STRMU in limited circumstances:

- Must be attached to earth, connected to permanent utilities, & compliant with local guidelines for mobile homes
- Mobile homes/trailers with wheels and capable of relocating are considered personal property by HUD and not eligible

# Discussion: STRMU and Agency Coordination

- What challenges have come up?
- How were they addressed?
- Were solutions identified?

# Tenant-based Rental Assistance (TBRA)

# Overview of TBRA

## Defining TBRA:

- Subsidy for the tenant to secure affordable unit in the private rental housing market
  - Housing unit chosen by the tenant, within program guidelines
- An ongoing monthly subsidy – pays the difference between total rent and the tenant's contribution
- Permanent housing

# TBRA Standards: Client Eligibility

- Low-income
  - As defined in the AIDS Housing Act and the HOPWA regulations (24 CFR 574.3), "**low-income individual**" means any individual or family whose annual income does not exceed 80 percent of the median income for the area as determined by HUD. (See Resource Section for Income Limits; See 24 CFR 5.609)
- Person with HIV/AIDS
  - Person living with HIV as verified by a medical professional

# TBRA Standards: HQS/Habitability

- Housing Quality Standards (574.310 (b)) – HOPWA requirements are not as stringent as Section 8 HQS - units supported by TBRA must meet HOPWA Habitability Standards
  - Habitability Standards include:
    - Structurally sound
    - Accessible
    - Space for securing personal items
    - Good air quality
    - Adequate heat
    - Efficient light and electricity
    - Suitable kitchen facilities
    - Sanitary condition

# HQS/Habitability Standards

- Project Sponsors may train staff to implement Habitability Standards inspections or may contract with another entity.
- Habitability Standards must be verified before a lease is signed.
- Lead-based Paint Requirements (24 CFR 574.635) and Fire Protection Regulations Apply.



# TBRA Standards: Resident Rent Payments

Resident Rent Payments (24 CFR 574.310 (d); also refer to 24 CFR 5.403 Definitions; 24 CFR 5.609 & 5.611)\*

Tenants must pay rent (including utilities) the higher of the following:

1. 30% of household's monthly adjusted income.
  - Adjustment factors include age, medical expenses, size of family, childcare and other factors as detailed at 24 CFR 5.609(a).
  - Additionally, expense deductions as outlined in 24 CFR 5.611 (a) must be taken and for eligible person the disallowance of earned income as provided in 24 CFR 5.617; or
2. 10% of household's monthly gross income; or
3. The portion of welfare assistance specifically designated for housing costs.

\*See HOPWA Income and Resident Rent Calculation Worksheet

# TBRA Standards: Rent Standard

**Notice [CPD-22-10](#)**, recently released on June 29, 2022, clarified the Rent Standard Requirement for the HOPWA Program. Options include the following:

1. HUD published Fair Market Rents (FMR)
2. The HUD-approved PHA community-wide exception rent standard:
  - The basic range, or the exception payment standard. Per 24 CFR § 982.503, PHAs may set their payment standard within the “basic range,” which is between 90 percent to 110 percent of the FMR without HUD approval. A PHA may also set exception payment standards below 90 percent, or above 110 percent, of the FMR, for designated parts of the FMR area with HUD’s approval.
3. A rent standard proposed and justified by the grantee and approved by the local HUD field office [may use Small Area FMRs (SAMFRS)].
  - In addition to approval required under #3 above, if a grantee proposes using different rent standards for different areas within the EMSA, HUD approval is required.
  - Grantees may increase the rent standard by 10% for up to 20% of the units on a case by case basis.

Webinar: <https://www.hudexchange.info/trainings/courses/clarification-of-rent-standard-requirements-for-hopwa/>

Office Hours: <https://www.hudexchange.info/trainings/courses/hopwa-office-hours-clarification-of-rent-standard-requirements-for-the-hopwa-program/>

# TBRA Standards: Rent Reasonableness

(Additional Standards (24 CFR 574.320))

*Rent Reasonableness* – rents paid must be comparable to market rate rents

- The Grantee or the Project Sponsors, as designed by the grantee, must document the average rental rates in the area.
- TBRA administrator should keep documentation that rents paid through the program are reasonable rates as compared to the market. The goal is to ensure that HUD programs are not paying higher than the market average for a comparable unit.
- Sometimes rent comparisons can be obtained from the local PHA.

# **TBRA: Operations and Policies and Procedures**

# Rental Assistance Policies/Procedures

**Basic written policies/procedures for a rental assistance program may include:**

- Program Eligibility
- Tenant Selection/Occupancy Standards
- Client Participation Agreement
- Grievance Procedures
- Housing Search Process
- Move-In Procedures
- Emergency Procedures
- Termination of Assistance and Eviction
- Surviving Family Members
- Shared Housing
- Referral and Wait List Management

# Rental Assistance Policies/Procedures

## Client Eligibility:

- Clearly define who is eligible for TBRA
- Primary eligibility: Low-income, HIV+
- Secondary eligibility: Criteria may apply based on local needs
- Include requirement for income re-certification at least annually

# Rental Assistance Policies/Procedures

## Tenant Selection:

- A tenant selection plan should guide intake and assure equal access. The selection plan should include:
  - Eligibility requirements
  - Description & timeline for intake process
  - Criteria for rejection
  - Existence and maintenance of a waiting list
  - Occupancy standard – limits on unit size

# Rental Assistance Policies/Procedures

## Client Participation Agreement:

- Defines client's responsibilities while participating in the rental program
- May include expectations for participation in case management or other supportive services
- Requirements for timely payment of rent
- Reference to house/program rules
- Circumstances that can cause termination
- Signed by client and kept in client file



# Rental Assistance Policies/Procedures

## Grievance Procedures:

Written procedures for addressing:

- Unresolved conflicts between residents
- Conflicts between residents and staff

Grievance procedures should be available to both staff and residents/participants. Many programs require participants to sign documentation that they have been informed of this and other procedures at intake.

# Rental Assistance Policies/Procedures

## Housing Search & Move-In Procedures:

Clarifies rental process for clients, such as:

- Where and how to look for housing
- Reference to maximum rent allowed, permissible unit size
- Maximum time period allowed for locating housing
- Define move-in prerequisites – what must happen before signing a lease
- Sample HQS or Habitability Standards checklist

# Rental Assistance Policies/Procedures

## Emergency Procedures:

Outlines client and staff response:

- Medical emergencies and accidents
- Procedures to follow when serious incidents affect program participants, visitors or staff
- On-call phone numbers, emergency contacts for clients
- Additional resources that can be accessed in the event of an emergency

# Rental Assistance Policies/Procedures

## Termination Procedures:

Clearly outlines rules for:

- Specific behaviors or circumstances that will cause termination.
- Procedures must include due process for terminated clients.
- Explanation of service grace period provided for surviving family members.

# Rental Assistance Policies/Procedures

Typical **financial procedures** may include:

- **A system for payment of monthly rental subsidies:** internal system to process and track monthly payments to landlords, including staff responsibilities, timelines, and documentation that must be on file.
- **A schedule for re-certification of income and eligibility:** client income must be re-certified at least annually, and subsidies/client rent contributions recalculated accordingly.
- **Management of rental assistance resources:** a system for tracking rental subsidy payments to ensure that sufficient funding is available to support the number of units under contract obligation.

# Working with Landlords

- Engagement:
  - Learn about the existing units in your service area.
  - Contact the landlords and property managers and introduce yourselves/your agency.
  - Do additional proactive outreach (landlord associations, newspapers, knocking on doors)
  - Be patient & persistent
  - Recognize that they are business owners and that renting housing is their livelihood
  - Focus on how you can be helpful and respond to their needs
  - Know fair housing law

# Working with Landlords

- Understand landlord priorities:
  - Rent payments
  - Apartment maintenance
  - Peaceful community
  - Keeping units filled
  - Assistance with problem tenants
- Provide appropriate program education (while maintaining confidentiality):
  - Available services
  - Knowledge of tenancy expectations
  - Positive experiences with other landlords

# Discussion: TBRA

1. Can you identify any concerns about your community's operation of TBRA? Are any changes needed?
2. Does your program have sufficient policies & procedures in place?
3. Are there service delivery gaps or cash-flow gaps?



# **Client Needs Assessment and Housing Stability Plans**

# Housing Service Plans

- Individualized Housing Plans are utilized to address HOPWA's outcome goals:
  - Increase housing stability
  - Improve access to care
  - Prevent homelessness
- HUD Notice CPD 06-07 STRMU states: "Grantees are required to conduct an ongoing assessment of the housing assistance and supportive services required by participants"

# Housing Service Plans

Housing Plans should identify the client's housing objectives and plan for housing stability. All HOPWA clients are required to have a housing plan.

## **Goal: Helping clients to *secure and maintain* stable, affordable housing**

- For clients not currently in safe, decent, affordable housing, the primary goal is to develop a strategy to assist them in securing housing
- For those already housed, the goal is to assure that adequate supportive services are in place to maintain housing

# Housing Stability Goals

Housing stability is the key goal!

- Goals must be client driven
- Address immediate needs first
  - If the client is housing insecure or rent burdened, explore housing options that are affordable and supportive to client needs
  - After housing is secured, income and educational goals can be explored further

# Plan Update & Reassessment

Purpose: Identify changes in circumstances that could impact housing plan

- Health status
- Family composition
- Income/employment
- Behavioral health needs

Assessment (formal or informal) can take place with each client interaction

Revisit plan progress with each client encounter

# Client Files

# Client File Contents

- Well maintained client files with adequate documentation are critical!
  - Completed intake/assessment forms with client data
  - Health status
  - Family composition
  - Income/employment
  - Behavioral health needs
- Signed client service agreement
- Signed Release of Information (ROI) - **updated annually**
- Valid HIV/AIDS verification
- Completed household income verification with supporting documents – **updated annually**

# Client File Contents

- Housing plan/individual service plan with updates
- Verification of Need
- Shared housing rent calculation worksheet (if applicable)
- Current Rent Standard & utility allowance charts (if applicable)
- Rent Reasonable comparison sheet (three comparisons)
- Housing Inspection – Housing habitability/HQS inspection completed & Lead-based Paint Notification - **updated annually** (if applicable)
- Case notes indicating client interactions & progress in meeting desired goals



# Community Planning and Collaboration

# Why is Collaboration Important?

- Simply, because we can't afford not to!
- The need is greater than available resources
  - Increases understanding of relationships among funding streams
  - Supports appropriate systems-level response
  - Leads to more efficient use of funds & prevents duplication of services
  - Brings beneficial outside perspectives
  - Involves key players to develop recommendations

# HOPWA and the Consolidated Planning Process



# Ryan White Program

- Focus: Increase availability of healthcare and support services for those living with HIV/AIDS, whose needs are not met through other public programs or private insurance
  - Source: U.S. Department of Health & Human Services, Health Resources & Services Administration (HRSA)
  - Funds available through Ryan White Parts A-F
  - Requires needs assessment & strategic plan for states & communities that receive formula funding
  - Mandates planning involving a broad range of input
    - Health care agencies
    - Housing organizations
    - Community-based providers
    - 33% of council must be people receiving HIV-related services

# **Client Termination and Grievance Procedures**

# Client Termination Causes

## 1. Death of the client

- Surviving family may continue to receive housing &/or supportive services for a grace period
- Grantee establishes the grace period EMSA-wide
- Grace period cannot exceed one year

## 2. Violation of regulations/program requirements

- Grantee must have a formal written process which follows due process law
- Process must include written notice, clear statement of reasons for termination, allowance for review/ rebuttal by client, & prompt written notice of final decision

# Client Termination Procedures

Clearly outlines rules for:

- Specific behaviors or circumstances that will cause termination.
- Rules must include due process for terminated clients.
- Explanation of service grace period provided for surviving family members.

# Client Termination Procedures

- Procedures should be known to clients and staff – be transparent
- Make sure clients know:
  - Your program rules
  - Their due process rights
- Be sure your rules are as fair as possible and applied equally to all participants
- Know local landlord/tenant laws
- Know Fair Housing rules!



# Grievance Procedures

Written procedures for addressing:

- Unresolved conflicts between residents.
- Conflicts between residents and staff.

Grievance procedures should be available to both staff and residents/participants. Many programs require participants to sign documentation that they have been informed of this and other procedures at intake.

# Group Discussion: Client Termination

- What should our rules say? Are they clear? Fair?
- How can we enforce the rules and not discharge clients into homelessness?
- TBRA vs Master Leasing vs Facility-Based Housing
- What is our bottom line?
- Examples?
- What has worked?

# Confidentiality

# Confidentiality

- Grantees must have policies and procedures in place that protect the confidentiality of HOPWA participants.
- Grantees must ensure that sponsors also have adequate protections in place to protect confidentiality.
- Sponsors and Sub-recipients must:
  - Ensure the privacy of client meetings
  - Collect only that information which is necessary to program operations
  - Utilize consent forms

# Staff and Agency Confidentiality Training

Staff should be familiar with use of basic confidentiality tools:

- Consent forms and releases of information
- Protocols for securing paper and electronic files
  - Locked cabinets
  - HOPWA files are stored separately from other client files
  - eliminate personal identifiers and use code systems on files and electronic system when possible
- Computer access and technology protections
- Protocols for talking with other providers

# Client Confidentiality

Some ways to protect confidentiality:

- Incorporate a subsidiary organization with a generic name to handle housing payments to landlords or mask the parent organization on IRS documentation sent to landlords.
- Create a separate bank account with checks that do not list the sponsor's name, using a generic name such as "Rental Assistance Program."
- Rent a P.O. Box for receiving mail related to housing assistance and to use as the address on payments to landlords.
- Use a dedicated phone number and line for dealing with landlords, answering it with a generic program name.

# Monitoring and Reporting

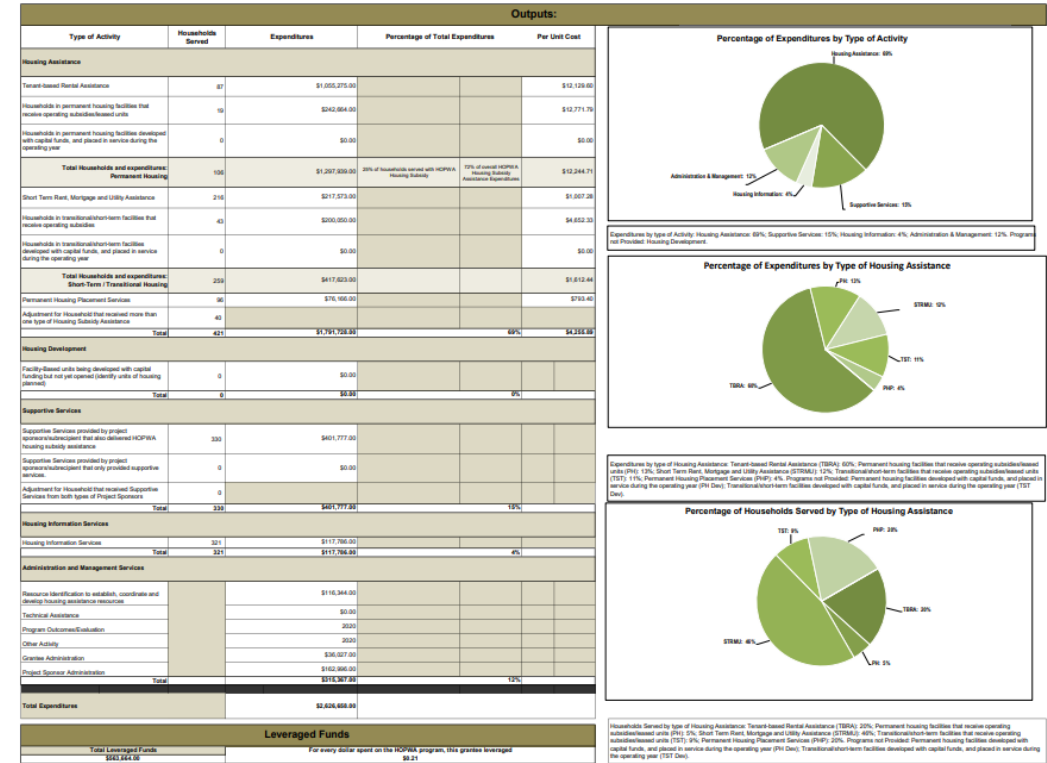
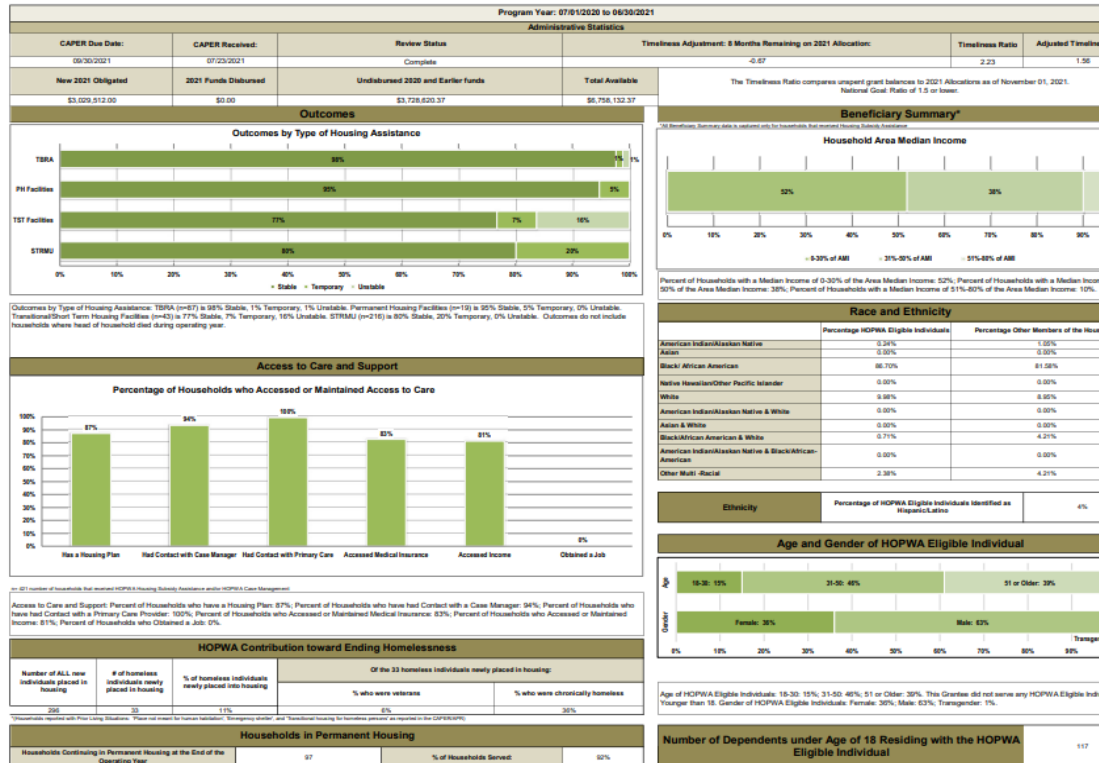
# Monitoring

- HUD requires that grantees monitor project sponsors and subrecipient agencies
- Includes a review of client files to check for the following:
  - eligibility (HIV status and income documentation)
  - client forms
  - housing plans
  - payments made for eligible activities/eligible clients
- Monitoring procedures should be established and shared with the project sponsor and subrecipient agencies
- Monitoring visits should include a review of confidentiality policies
  - Grantee and sponsor should work together to preserve confidentiality in context of oversight



# Reporting: The HOPWA Performance Profile

HOPWA Performance Profile - Formula Grantee: Charlotte



**How can you be an ally to your clients? Use best practices!**

# Best Practices

- Housing First
- Harm Reduction
- Client Centered Care
- Trauma Informed Care
- Motivational Interviewing

# Housing First

A policy that offers unconditional, permanent housing as quickly as possible to homeless people, and other supportive services afterward.

# Harm Reduction

Harm Reduction is a set of practical strategies and ideas aimed at reducing negative consequences associated with drug and alcohol use.

Harm reduction utilizes a wide range of strategies that includes safer use, managed use, abstinence, meeting people who use drugs and alcohol “where they’re at,” and addressing conditions of use along with the use itself.

# Harm Reduction and Housing First Examples

- Accept clients into TBRA and permanent housing programs with an assessment that offers, but does not mandate, supportive services to help them maintain housing.
- Include clients in site selection process.
- Develop individualized housing service plan with clients.
- Align supportive services with clients' identified goals.
- Schedule case management meetings first thing in the morning, late in the month before monthly check arrives.
- Budget for alcohol/recreation.
- Encourage going to AA/NA meetings while a person is still using substances.
- Have rental assistance provided via checks directly to the property owner or to a representative payee.
- Facilitate landlord-tenant negotiations.
- Focus on behaviors rather than on substance use.
- Align residential agreements with standard leases
- <https://files.hudexchange.info/resources/documents/HOPWA-Factsheet-Housing-First-and-Harm-Reduction.pdf>

# Client Centered Practice

- Clients are the experts in their experience and needs
- Case management should be collaborative and work in partnership with clients
- Needs assessment includes:
  - Housing, substance use, legal history, nutritional needs, medical needs, mental health needs, social support needs
- Goal setting
  - Guided by the client using motivational interviewing and trauma informed care

# Trauma Informed Care

Framework that assumes a person is more likely than not to have a history of trauma. As such, providers acknowledge that role trauma may play in a person's life and provide supportive services. Providers seek to avoid re-traumatization.



# Motivational Interviewing

A conversation between case manager and the client that strengthens the client's own motivation for change

**Open Question:** How would you like things to be different?

**Affirmation:** I appreciate that you are willing to meet with me today.

**Reflective Listening:** It sounds like you...

**Summary Reflection:** Here is what I've heard. Tell me if I've missed anything.

# Resources

# HOPWA Resources

HOPWA Statute (42 U.S.C. 12901) & Regulations (24 CFR 574)

<https://www.hudexchange.info/programs/hopwa/hopwa-law-regulations-and-notices/>

HOPWA Rental Assistance Guidebook

<https://www.hudexchange.info/resource/2818/hopwa-rental-assistance-guidebook/>

HOPWA Financial Management Guide and Training

<https://www.hudexchange.info/trainings/courses/hud-hopwa-financial-management-online-training/>

HOPWA Grantee Oversight Guide

<https://www.hudexchange.info/resource/1003/hopwa-grantee-oversight-resource-guide/>

HOPWA Confidentiality Guide

<https://www.hudexchange.info/programs/hopwa/guides/>

# HOPWA Resources

HOPWA Confidentiality Guide

<https://files.hudexchange.info/resources/documents/HOPWA-Confidentiality-User-Guide.pdf>

HOPWA Short-term Rent, Mortgage and Utility(STRMU) Guide

<https://www.hudexchange.info/resource/4843/hopwa-short-term-rent-mortgage-and-utility-assistance/>

HOPWA Consolidated Annual Performance & Evaluation Report (CAPER) Form

<https://www.hudexchange.info/resource/1011/hopwa-caper-form-hud-40110-d/>

HOPWA Frequently Asked Questions

[https://www.hud.gov/program\\_offices/comm\\_planning/hopwa/faqs](https://www.hud.gov/program_offices/comm_planning/hopwa/faqs)

HOPWA Ask-A-Question

<https://www.hudexchange.info/get-assistance/my-question/>

Program Guidance and Training Resources

<https://www.hudexchange.info/get-assistance/>

# Other Resources

Housing First

<https://endhomelessness.org/resource/housing-first/>

Harm Reduction

<https://harmreduction.org/about-us/principles-of-harm-reduction/>

Motivational Interviewing

<https://case.edu/socialwork/centerforebp/practices/motivational-interviewing/motivational-interviewing-resources>

Trauma Informed Care

<https://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>

# Other Resources

## Trauma Informed Care

<https://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>

# Q & A

