

Metropolitan Council Housing and Redevelopment Authority

Making Life Better for our Housing Choice Voucher Families

May 7, 2018

Community Development Committee



Today's Presenters

Jennifer Keogh
HRA Manager

Tammy Prigge
HRA Assistant Manager

Ryane Leifheit
Senior Outreach Coordinator

Background and Timeline

2014

Goal to expand housing options for all residents whatever their CHOICE may be.

2015

Launched Mobility Counseling Program

2016

Prevention Strategies

2017

Outreach Coordinator

Mobility Counseling Community Choice

- Liaison/Family Integration
- Housing Search
- Streamlined Inspections
- Landlord and Community Engagement
- Goal Setting
- Participant Recruitment
- Post Move Counseling
- Tenant Education
- Financial Literacy



Tenant/Landlord Relations



- Outreach Coordinator Hired
- Program Ombudsman
- Landlord recruitment and retention
- Housing Search
- Tenant Education
- Financial Literacy
- Streamlined Inspections
- Assisting families with securing resources

Prevention Strategies

- Housing Intervention in Family Affordable Housing Program
- Housekeeping and yard inspections
 - Established connection to families to engage in process
- Referrals for Assistance/Programs
- Financial Literacy vs Eviction for Non Payment of Rent
- Housekeeping Action Plans

IMPACT/RESULTS

- Monthly Rent Delinquency decreased from \$15,000 to \$1,500
- Filed one Unlawful Detainer for Non-Payment of Rent in 24 months
- Kept 5 families housed
- Referral for Hoarding Issues

Landlord Marketing

- “Smart” Renters
- Damage/Security Deposits
- Risk Pool
- Guaranteed Rent Payment
- Support to landlord and families
 - Mediate Problems
 - Refer to support services
- Regular Home visits to assisted units
- Streamlined Inspections

A special opportunity
FOR LANDLORDS & PROPERTY OWNERS

Want to **BOOST YOUR OCCUPANCY** without increasing your marketing costs?



You have units to fill -
We have the qualified tenants to fill them!

Community Choice, a mobility counseling program, administered by Metropolitan Council's Housing and Redevelopment Authority (Metro HRA) works with both tenants and landlords to ensure the success of the program.

Landlords and property owners pay nothing to participate in the program, yet they benefit from a host of services that Community Choice provides, including:

- Tenants ready for occupancy
- Good neighbor training and tenant workshops
- Financial literacy workshops
- Marketing your property to prospective tenants; conduct neighborhood tours
- Less time consuming paperwork—exchange of paperwork through electronic portal
- Damage deposit assistance for Community Choice participants
- Timely rent payments each month through direct deposit
- Access to outreach coordinators to ensure program and tenant compliance

INTERESTED LANDLORDS AND PROPERTY OWNERS, PLEASE CONTACT OUR MOBILITY COUNSELORS FOR MORE INFORMATION:

Terry Hardin, 651-602-1952
terry.hardin@metc.state.mn.us

Corina Serrano, 651-602-1869
Corina.serrano@metc.state.mn.us

Outreach

- Created relationships with Owners
- MN Multi-Housing Association
- Community and Owner Presentations
- Landlord Focus Groups

IMPACT/RESULTS

- 42 families in housing since August of 2017



Community Choice 2018 Recruitment

- 200 Program Marketing Letters Sent
- 61 attended program orientations
- 30 signed up for initial meetings
- 27 signed contracts

IMPACT/RESULTS

- 57 families on the program

Community Choice Integration Dollars

MOVING COSTS

- Application Fees
- Damage/Security Deposits
- Moving Companies
- Storage Unit Rental Fees
- Bridging Fees for Furniture

INTEGRATION DOLLARS

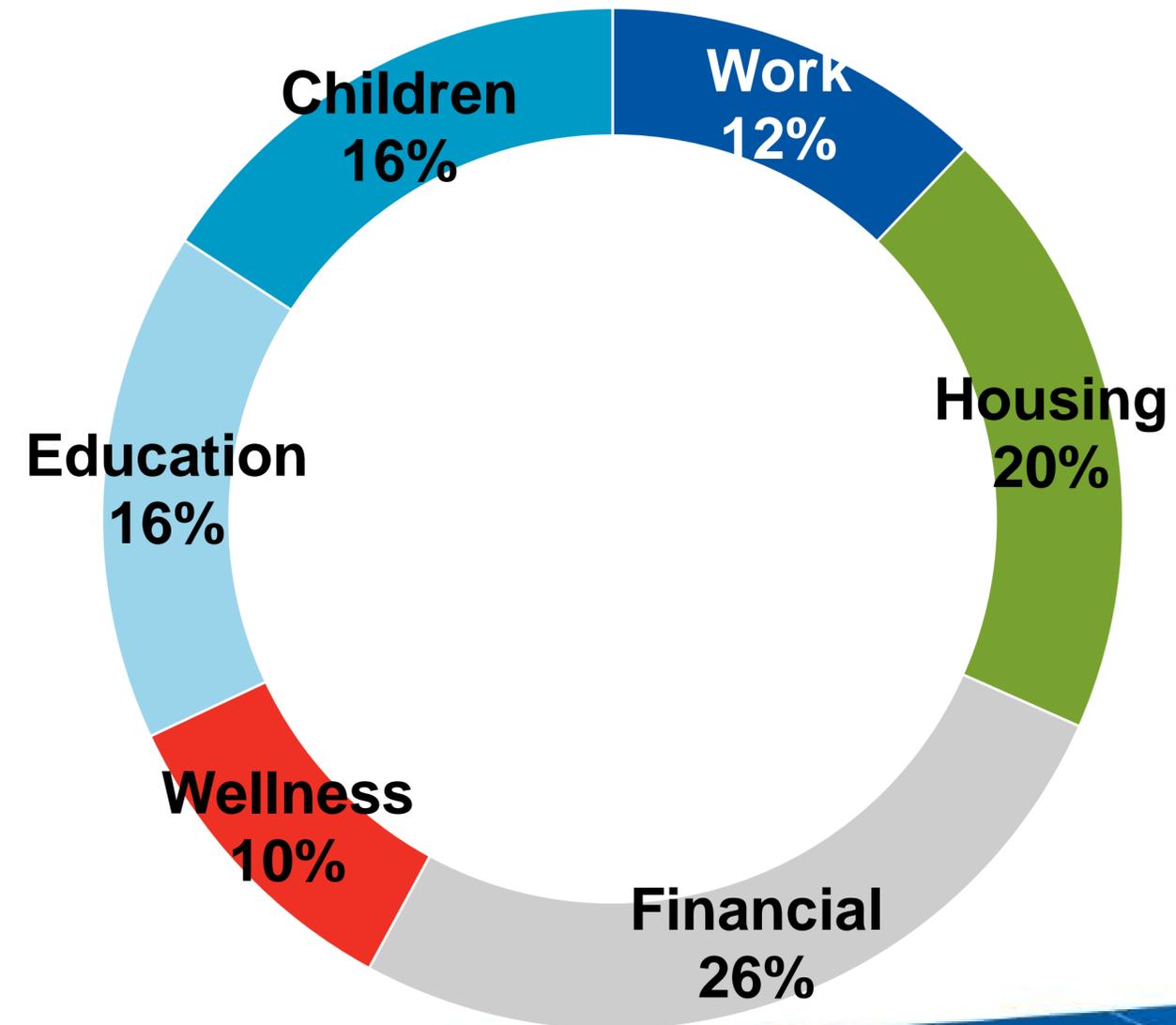
- Educations Costs
- Internet Fees
- School Activity Fees
- Transportation—car repairs, vehicle down payment, bus passes



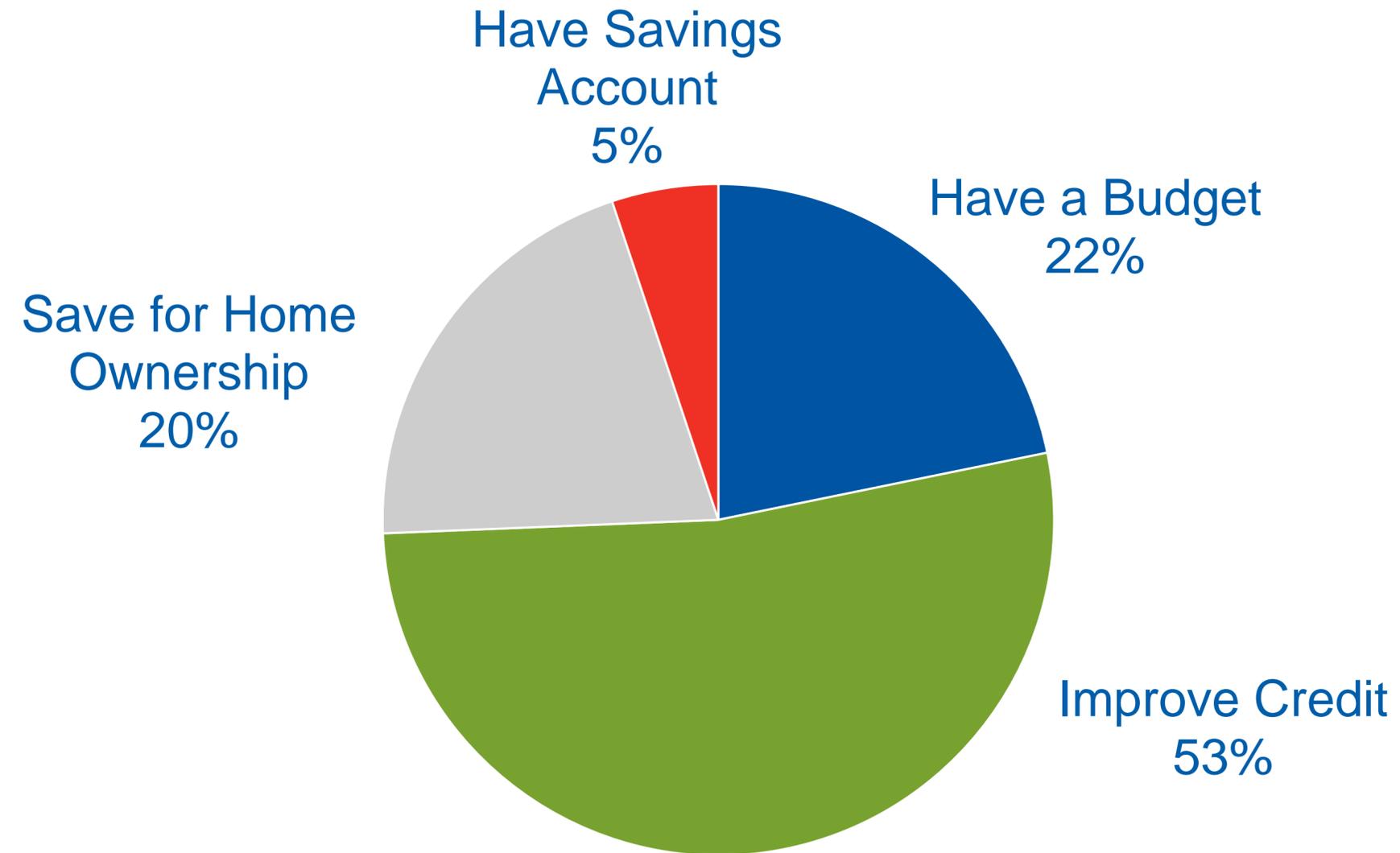
Outreach Accomplishments

- 117 families completed a Renters Education Workshop
- 68 families completed Financial Literacy Workshop
- 88% of Mobility participants currently maintain employment or are enrolled in some form of training program or post secondary education
- Participant surveys were conducted to better understand impact of programs

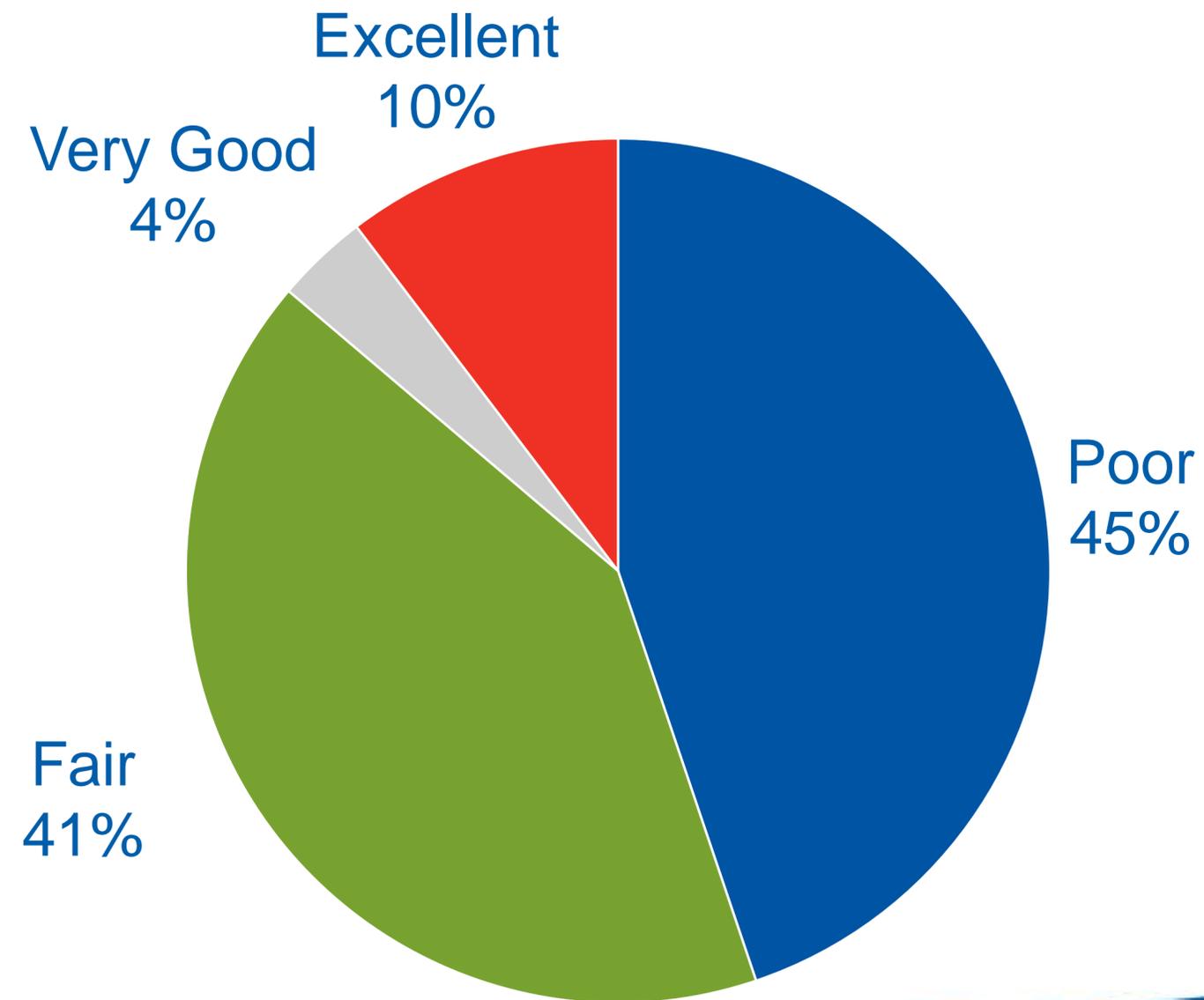
Family Goals



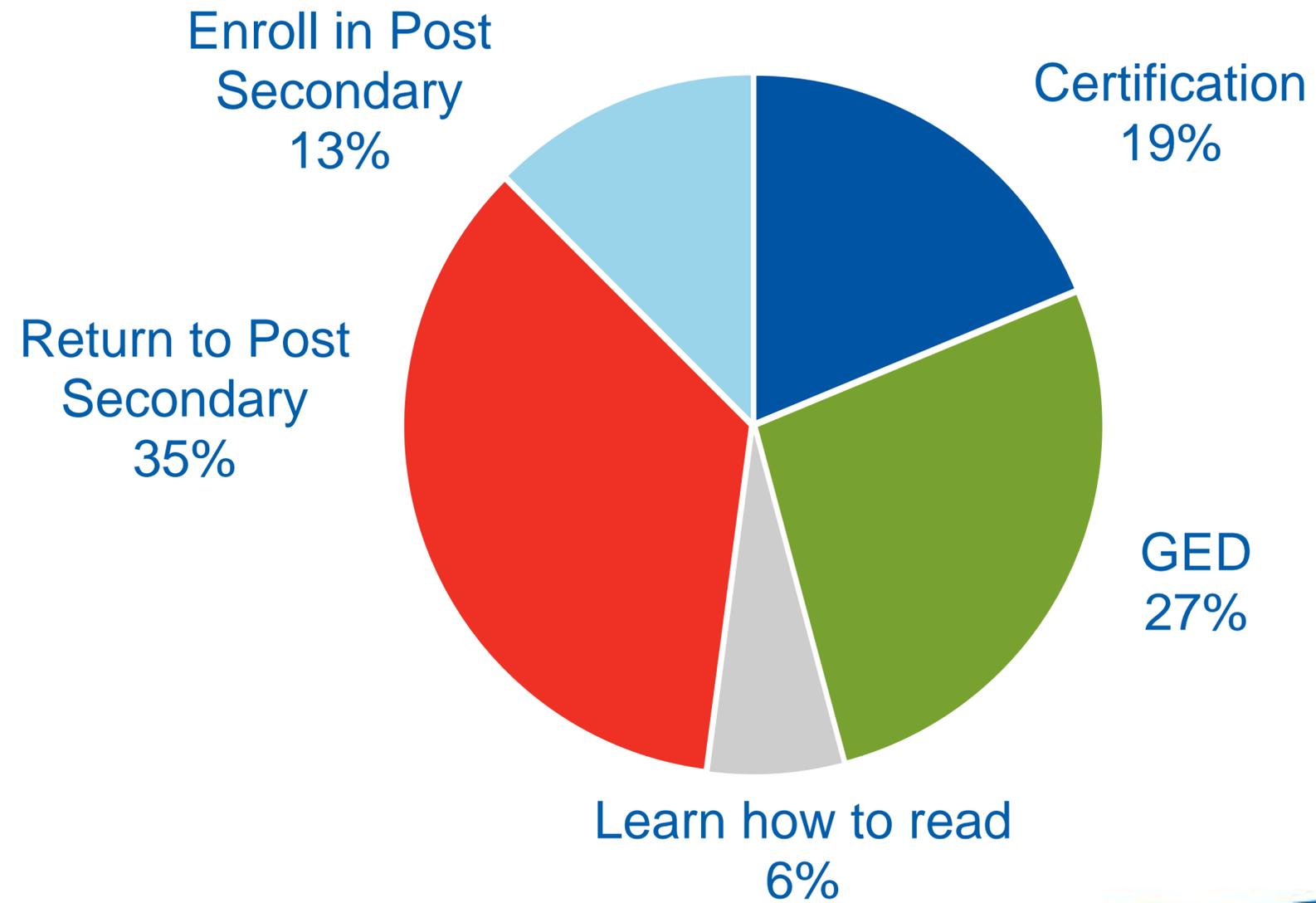
Financial Goals



Credit Score



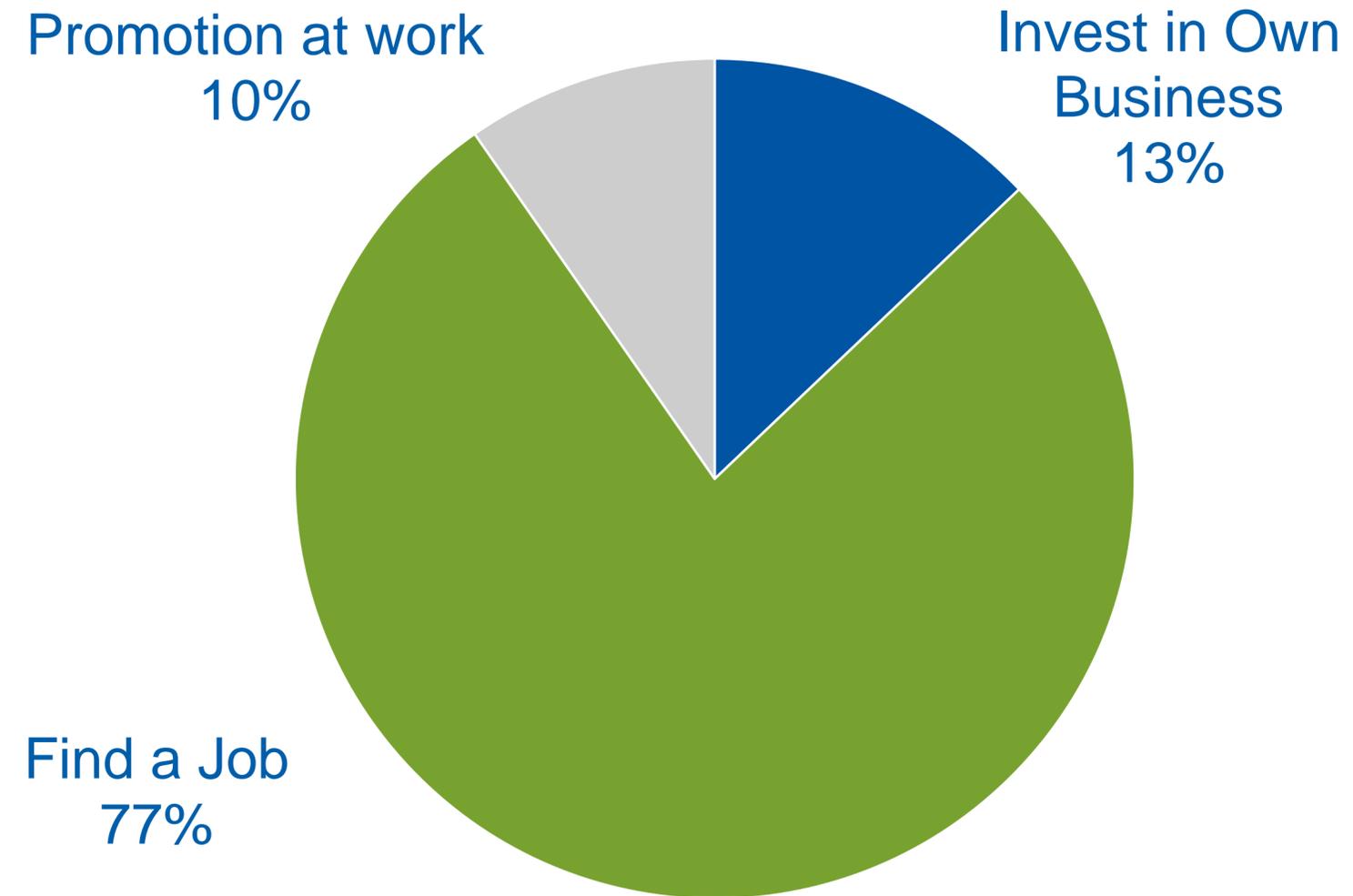
Education Goals



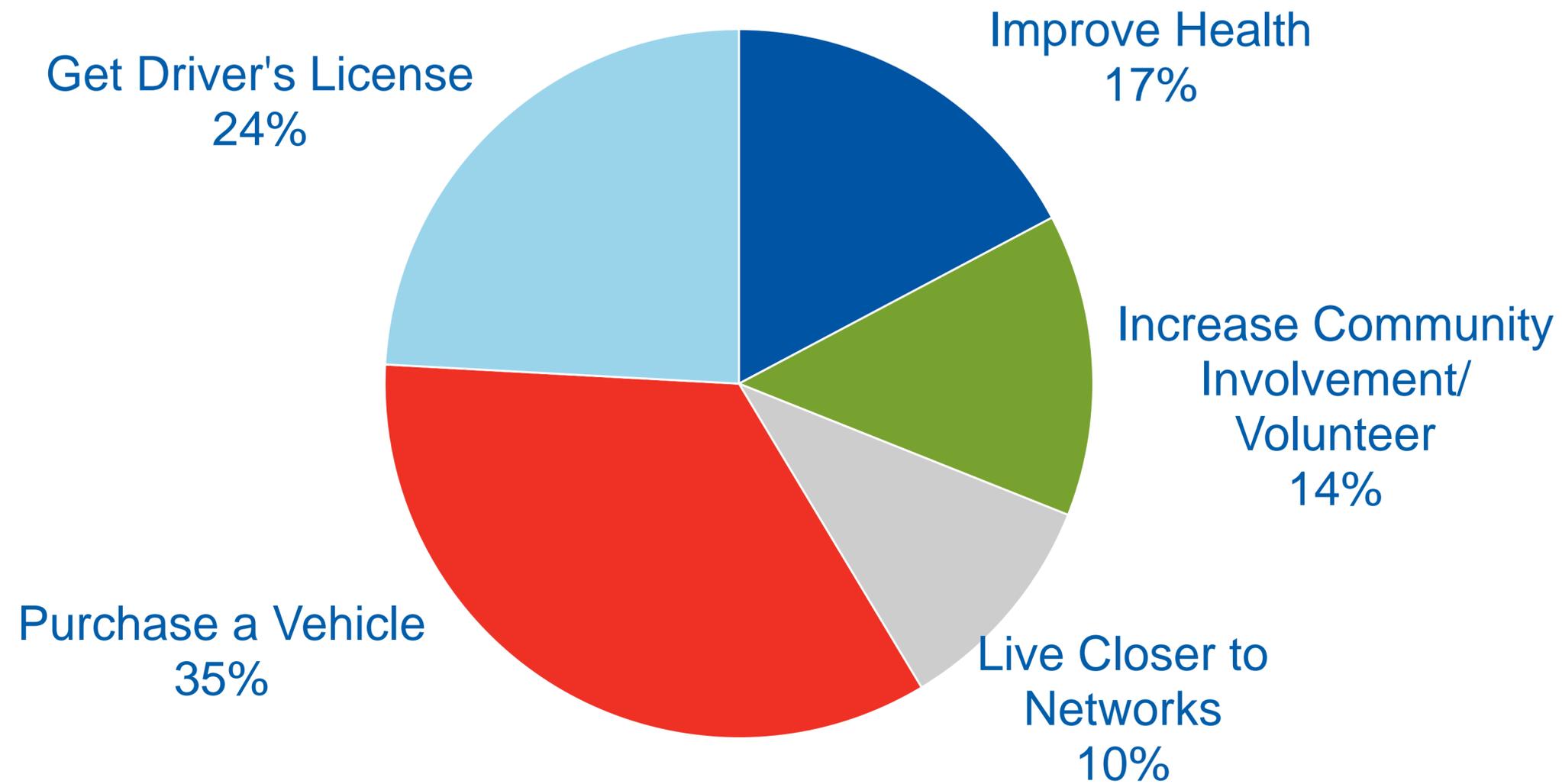
Certifications

- Commercial Driver's License (CDL) - \$16.74/hour
- Licensed Practical Nurse (LPN) - \$21.99/hour
- Registered Nurse (RN) - \$37.54/hour
- Personal Training - \$20.14/hour
- Cosmetology - \$17.37/hour
- Paramedic - \$19.68/hour
- Child Development Associate - \$17.12/hour

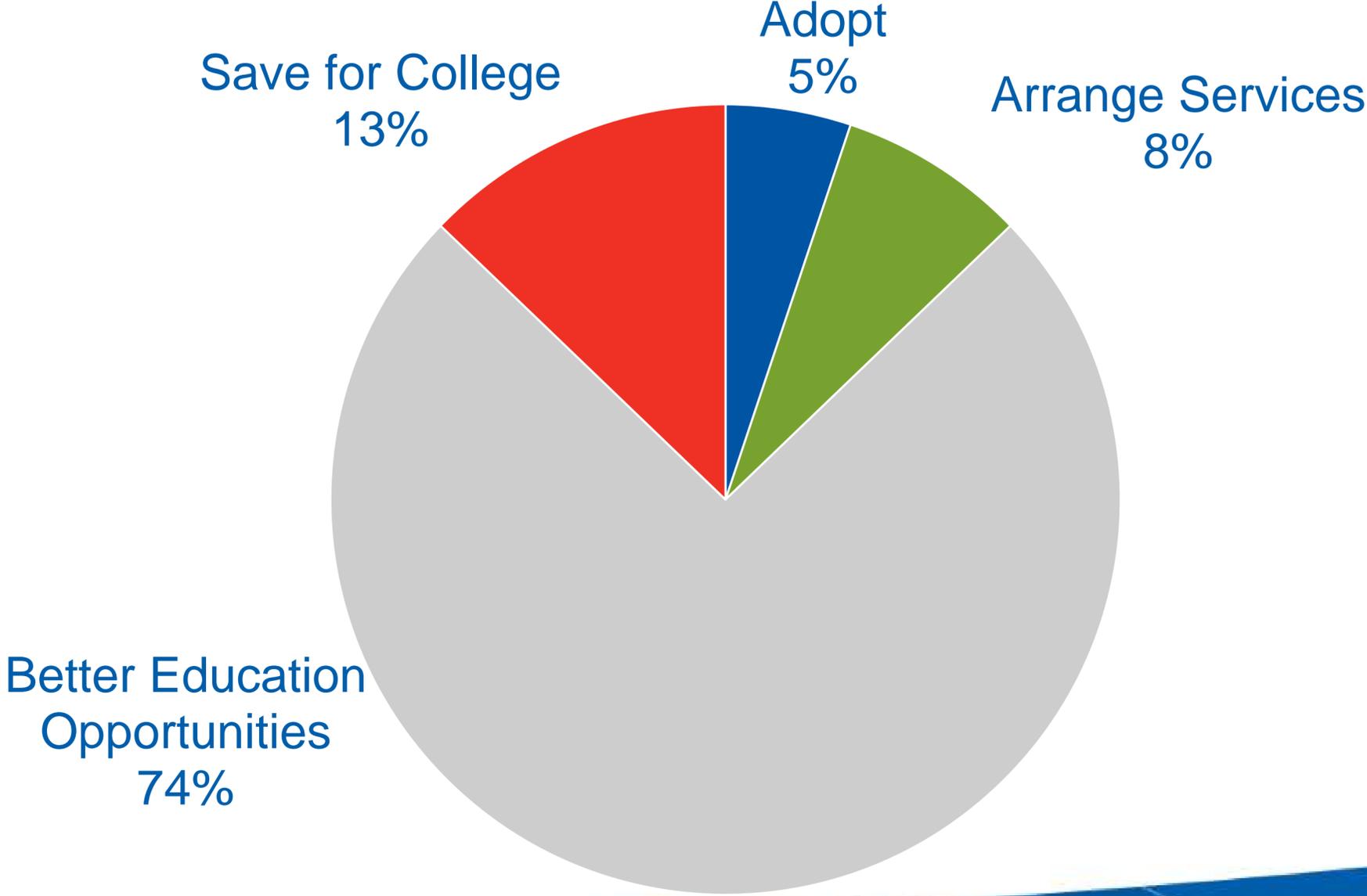
Employment Goals



Wellness Goals



Goals for Their Children



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