

# Welcome to the **Community Planning Session** **for Improving Rehousing & Housing Supply**

- ▶ We will begin shortly. We are expecting many of your fellow Detroiters so it will take a minute for everyone to log on.
- ▶ We will be recording the session to ensure we capture your ideas correctly.
- ▶ We will post the background materials and the meeting deck to the website.
- ▶ We will provide list of all proposed solutions to all participants once we complete the series of 6 community planning sessions.
- ▶ Please mute yourself throughout the entire session unless you are invited to unmute.
- ▶ Please be prepared to generate ideas and solutions that will improve our homelessness response system in Detroit.
- ▶ We are very glad that you have joined us!

<https://detroitmi.gov/departments/housing-and-revitalization-department/homelessness-strategic-planning-project>



# Lived Experience: Guidance and Themes from Interim Findings Report

- ❖ Market forces are making finding housing difficult for many low- or no-income participants.
- ❖ Many did not receive any help with locating housing or that housing resource information they were provided were outdated.
- ❖ Some received helpful assistance from providers in finding, locating, and securing housing, experiences that seemed to be connected to a special funding program.
- ❖ Others expressed that the only services that are provided is assistance getting on the voucher list, but there are not any mental health, employment and transportation resources.

[https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA\\_DETInterimFindingsReport\\_FINAL.pdf](https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf)



# Lived Experience: Guidance and Themes from Interim Findings Report

- ❖ Overall, people believe their success in finding and securing housing is driven by their personal efforts.
  - ✓ Some reported it took them 1 - 2 years to find housing, while others found housing within 3 months.
- ❖ Participants indicated that there is a need for better landlords and for strategies to encourage landlords to work with rapid rehousing participants and housing voucher holders.
- ❖ People also expressed that many people who move into housing do not receive assistance with the basic necessities to make it a livable home, such as furniture, mattresses, linens, basic kitchen item, supplies needed for infants and children, and other essentials.

[https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA\\_DETInterimFindingsReport\\_FINAL.pdf](https://detroitmi.gov/sites/detroitmi.localhost/files/2023-10/BPA_DETInterimFindingsReport_FINAL.pdf)

# Community Planning Session for Improving Rehousing & Housing Supply

- ▶ 11/8 Permanent Supportive Housing
- ▶ 11/8 Rapid Rehousing
- ▶ 11/9 Vouchers, utility assistance, & other financial assistance
- ▶ 11/9 Affordable housing supply, including assisted & public housing
- ▶ 11/13 Improving Housing Navigation and Landlord Engagement
- ▶ 11/14 Integrating access to all types of housing and rehousing supports



## Improving Rehousing & Housing Supply Community Planning Session

## Improving Housing Navigation & Landlord Engagement

November 13, 2023

<https://detroitmi.gov/departments/housing-and-revitalization-department/homelessness-strategic-planning-project>

# Agenda



**Opening:** Welcome, Framing, and Flow



**Grounding:** Background information and data



**Vision and Values:** To guide community's approaches to rehousing & housing supply



**Solutions:** Identify potential solutions and strategies, both improvements and innovations



**Prioritization:** Determine highest-priority solutions and strategies, input on roles and timeframes; survey planned for 11/28-30



**Closing:** Will make sure we end on time



# Planning Project Overview

**Overall Charge:** Develop a Strategic System Improvement Plan for the community's homelessness response system

**Our Session Charge:** Recommend Critical Improvements and Transformations

**Our Focus:** Rehousing strategies and services, and the utilization of rental subsidies, must be dramatically improved and reorganized to support people to successfully exit from homelessness into permanent housing more quickly, efficiently, and stably.

**Finding:** The community lacks core elements of a coordinated, purposeful system for rehousing people, including...

- ▶ No comprehensive landlord engagement system
- ▶ Housing navigation services are poorly defined and implemented at nowhere near the scale of need
- ▶ Services aligned with rapid rehousing and permanent supportive housing programming are inadequate for the needs of many participants, including for people with behavioral health care needs and other people with disabilities
- ▶ While housing vouchers were reported to be widely available, the ability for these vouchers to be used was hampered by a lack of affordable, quality units and landlords willing to accept the vouchers which was compounded by a lack of housing navigation supports.
- ▶ While the transition of the Coordinated Access Model (CAM) system brings opportunities to address concerns with coordinated entry and rehousing strategies, it can be expected that there will be challenges created by that transition



# Focus for the Planning Session

- ▶ **Improving Housing Navigation and Landlord Engagement**
  - ▶ Help for residents experiencing homelessness to navigate the housing market to find housing placements
  - ▶ Landlord engagement activities to recruit landlords who will rent to clients who have experienced homelessness.



# Purpose and Intent for this Session

- Generate ideas for solutions for possible inclusion in the Strategic System Improvement Plan.
- Potential solutions identified today will form the basis for an electronic survey to prioritize among ideas, to be implemented around 11/28 - 11/30. We will publish the results of the poll by the end of December.

# Session Guidelines

- ▶ Facilitators will strive to assure an open, inclusive, solutions-focused discussion
- ▶ Please participate and share your perspective and expertise
- ▶ Try not to dominate the conversation
- ▶ Be positive & keep an open mind
- ▶ Focus on possible solutions the community can pursue
- ▶ Respect each person & the expertise that everyone brings to the discussion
- ▶ Listen with intent to understand others' perspectives. Assume the best intentions of others. In “oops and ouch” moments, strive to acknowledge intention vs impact & clean up what you mess up.
- ▶ High-level summary notes may be shared, but will not attribute comments, concerns, or criticisms to specific people or organizations

# Introductions

*Please answer in the chat box*

Who am I?

What do I hope to contribute to this planning session?



## Poll

*Select ALL that apply*

**Who is in the (virtual) room?**

- People with lived experience
  - Service providers
  - Shelter providers
- Permanent housing providers
  - Community leaders
  - HAND and HRD staff



# Grounding:

## Background Information & Data

*(Please pose questions in the chat box  
and we'll try to reply!)*

# First-Person Perspective

# Program/System Information: Housing Navigation and Landlord Engagement

- ▶ Housing navigation programs occur agency by agency
- ▶ Majority of RRH providers have a "Housing Coordinator" role focused on obtaining housing, housing search, landlord engagement and retention.
  - ▶ These roles generally include: maintaining lists of landlords / housing, building relationships and retaining landlords, completing applications with participants, visiting units with participants, ensuring units meet minimum standards and eligibility, and attending lease signings
- ▶ Centralized housing databases include the City's affordable housing website, Detroit Home Connect, which provides information about subsidized affordable housing
  - ▶ Providers often collect their own list of landlords in private market

# Housing Navigation Practices in Action in Detroit

- ▶ Guiding and supporting individuals and families through the housing search and move-in process (occurring mostly within housing programs and outreach teams, less at shelters)
- ▶ Assisting individuals and families in the development and assessment of their needs and a plan to meet their needs
- ▶ Assisting individuals and families with expanded housing searches when necessary to ensure timely permanent housing (occurring primarily within housing programs)
- ▶ Assisting clients with application to landlords and Public Housing Authorities (PHA) for permanent housing and in preparing/obtaining any needed documentation (occurring primarily within housing programs)
- ▶ Identifying strategies and resources to mitigate issues with credit reports, utility arrears, criminal records, and/ or unfavorable landlord references (occurring primarily within housing programs)
- ▶ Providing access to funds for application fees, transportation, movers, deposits (housing and utilities), holding fees, minor repairs, or inspection (provided based on eligibility within ESG / CoC housing programs)



# Key Data- Overall System Metrics

- While Black people make up 78% of the general population, **Black people make up 84% of single adults experiencing homelessness and 94% of households with children experiencing homelessness.**
- **A majority of people experiencing homelessness in Detroit are single adults, and of those adults, 30% are women, 69% are men, and 1% are either transgender, questioning or of no single gender.**
- Single adults reporting a domestic violence status represent 17% of the adult population, **but the rate of reported domestic violence more than doubles for families at 39%.**
- The median length of time households experience homelessness is **69 days.**
- Prior to moving into homeless programs, people residing in emergency shelters, safe havens, transitional housing, and other permanent housing **experienced a median time of homelessness of 203 days.**
- Over a two-year look back period, **SPMs reveal that 21% of all households who exited homelessness to permanent housing ultimately returned to homelessness.**



# Community Initiatives

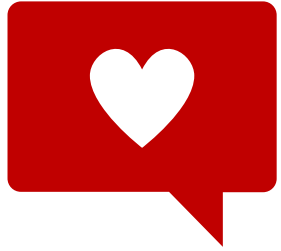
- **Sheltered Housing Placement:** Works to lease up households pulled for tenant-based vouchers; leased up 151 households with vouchers in a year
- **Landlord Engagement Contract:**
  - HAND contracted with Professional Realty in recent years
  - Survey conducted among landlords showed the most cited issues with renting to clients were cleanliness issues, late or delayed payments, and move-out issues
- **City of Detroit, Detroit Housing Services Team**
  - New City of Detroit team deploys case management, housing navigation services to prevent households from becoming homeless

# Models Across the Country

- ▶ AUSTIN, TX:
  - ▶ Lead agency of the Austin Continuum of Care operates a “Community Housing Team,” which executes partnerships with landlords and developers through memorandums of understanding to provide units for clients experiencing homelessness.
  - ▶ In 2022, through a \$500,000 city grant to promote landlord engagement, ECHO piloted an additional Realtor Incentive Program, which offered a sliding scale of incentives to realtors for securing market-rate lease agreements for ECHO-referred tenants enrolled in supportive service programs.

# Models Across the Country

- ▶ Brilliant Corners (Los Angeles, California)
  - ▶ Operates the Los Angeles County Flexible Housing Subsidy Pool (FHSP), a nationally-recognized supportive housing rent subsidy program that supports thousands of people with exiting homelessness each year
  - ▶ Launched as a public/private partnership and led by the Los Angeles County Department of Health Services and the Brilliant Corners 501c-3
  - ▶ Housed over 12,000 people since its inception
  - ▶ Flex Pool combines rent subsidies, landlord engagement, pinpointed tenant/landlord matching, and ongoing tenant services and intensive case management.



# Vision and Values:

For community's approaches  
to rehousing people

# Vision and Values



## Detroit's Housing Justice Roadmap

**Pillar 1: Detroit's response to homelessness is led by people with lived experiences who reflect the community.**

- The community should co-design and implement system transformation and have community power to hold the system accountable
- Leadership at the administrative and agency level need to reflect the community served by representing Black, Brown, trans and gender nonconforming (TGNC), lesbian, gay, bisexual, or queer (LGBQ) Detroiters and have lived experience of homelessness.
- Providers must be supported in hiring people who have experienced homelessness so they can advise on and lead service provision across the city.

# Vision and Values



## Detroit's Housing Justice Roadmap

**Pillar 2: Members of the community experience homelessness rarely, and when they do, it's for a short time and only once.**

- A system must address the high barriers to accessing crisis housing (shelters) for members of the TGNC community through safe and equitable access and ensure that support is available to quickly move to long-term housing.
- A system must address barriers to quick, safe, access to long-term housing including issues with coordinated entry, prevention programs to keep people in their homes, and the lack of affordable housing stock in the community
- A system must coordinate resources, including economic supports, across the community and improve the quality of supportive services within homeless programs.

# Vision and Values



## Detroit's Housing Justice Roadmap

**Pillar 3: Housing security will be achieved by keeping people in their homes, developing affordable options, and helping to recover generational wealth.**

- The city and county must invest in the revitalization and development of safe and affordable housing prioritized for people experiencing homelessness and housing instability.
- Detroit and Wayne County administrators must coordinate and prioritize homeownership supports for Black, Brown and LGBTQ communities to help build generational wealth.
- Detroit and Wayne County must address policy issues that have led to the historic loss of homes for the Black community in Detroit



# Vision and Values



## Detroit's Housing Justice Roadmap

### **Pillar 4: Housing and services are rooted in dignity.**

- A system must provide services that are safe and accessible for all and that respect, empower, and value all individuals, especially Black, Brown, and LGBTQ community members.
- Services should be designed with and provided by people who have experienced homelessness or housing instability.
- Providers must address organizational culture issues that lead to discrimination and lack of accountability to people being served.

## Dialogue: **Vision and Values**



What about this language from the Housing Justice Roadmap best captures the vision and values you think the Detroit community should bring to its approaches to rehousing people?

What's missing that you think should also be captured?

*Please offer responses in the chat!*



# Identifying Solutions:

Solutions and strategies the community should implement

# Focus for the Planning Session

## ▶ **Improving Housing Navigation and Landlord Engagement**

- ▶ Help for residents experiencing homelessness to navigate the housing market to find housing placements
- ▶ Landlord engagement activities to recruit landlords who will rent to clients who have experienced homelessness.



# Community Planning Session Objectives

## Generate potential strategies, including

- **IMPROVEMENTS** to be made within existing efforts and programs (e.g., staffing and role clarification, streamlining, policies and practices, improved partnerships, modest facility improvements, improved public policy, etc.)
- **INNOVATIONS** to be tried and tested to support transformation of approaches (e.g., new models, new partnerships, new services and staffing designs, new capacity-building efforts, etc.)

# Community Planning Session

## Hot topics

- ▶ Housing navigation
- ▶ Quality of available units
- ▶ Affordability – rents too high
- ▶ Housing choice in various geographic areas
- ▶ Landlord engagement
- ▶ Services to support optimal health and stability
- ▶ Funding available for ongoing needs and capital
- ▶ Data and information on current programs, including navigation supports
- ▶ Best practices from other communities

# Example: Improvement

- ▶ **Focus area: Housing navigation & landlord engagement**
- ▶ **Description of Solution:** Unify the budget line items and program capabilities of all permanent housing programs to provide consistent housing search assistance, landlord incentives, and housing move-in assistance.
  - ▶ Example: PSH Program #1 may provide transportation to unit viewings or have budgeted amounts for application fees while PSH Program #2 does not.
- ▶ **Impact of Solution:** This ensures that expectations and housing barriers are remediated uniformly. This has positive impacts for landlords, housing navigators, frontline staff, and program participants.

# Example: Innovation

- ▶ **Focus area: Housing navigation & landlord engagement**
- ▶ **Description of Solution:** Fundraise for “landlord incentives” that can be deployed from housing service providers to landlords. Landlord incentives can be used to entice or incentivize landlords to participate in 3<sup>rd</sup> Party payment housing programs. They also can remediate inspection concerns or improve the quality of unit (i.e., appliances, etc.).
- ▶ **Impact of Solution:**
  - More landlords willing be to participate in RRH and PSH programs.
  - More units will be available in more geographic locations across Detroit.
  - More people will exit from homelessness with stable housing and in units that are appropriate to their needs.

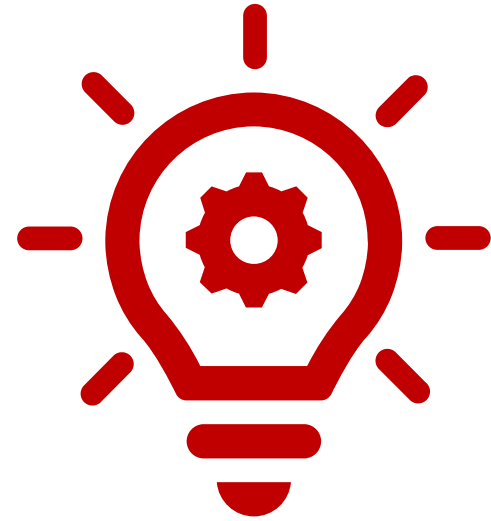




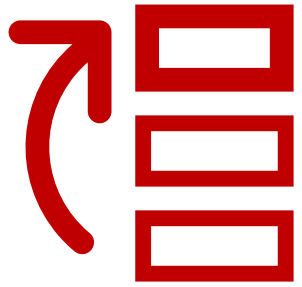
# Brainstorm Solutions

## Focus: Housing navigation & landlord engagement

- What is the proposed solution?
- Is it an improvement or an innovation?
- How would this solution help achieve the vision and values just discussed?
- How could it address the concerns raised by people with lived experience?
- How could it help reduce disparities?



# JAM Session!



## Prioritization:

Determine highest-priority strategies, input on roles and timeframes



# What is the most important work and why?

*We're going to ask people with lived experience to reply first, and then will prompt the rest of participants to reply*

*We will popcorn some so that some people can provide answers verbally, and others can put answers in the chat*

## Prioritization



# What is the most important work to start during 2024?

*We're going to ask people with lived experience to reply first, and then will prompt the rest of participants to reply*

*We will popcorn some so that some people can provide answers verbally, and others can put answers in the chat*



# Post-Session Poll

You will be invited to participate in an online poll to prioritize among the solutions that have been generated today.

- What are the most important activities?
- What should be started during 2024?
- What would success look like or how should we measure success?
- What community partners and resources should be engaged?

**The poll will be conducted 11/28-11/30**

- ▶ *We will publish the results of the poll by the end of December.*



# Next Steps and Closing

- **Improving Rehousing & Housing Supply online poll** to prioritize among the ideas generated today and to rank priorities generated across all Community Planning Sessions.
- **Results** will be shared with the **Planning Team** who will report to the **Strategic Plan Oversight Commission**. The final plan will include the top priorities with an emphasis on the activities to be undertaken in 2024.
- Reminders:
  - ▶ We will post the background materials and the meeting deck to the website.
  - ▶ We will provide list of all proposed solutions to all participants once we complete the series of 6 community planning sessions.
  - ▶ We will provide results of the online poll by the end of December.

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**Thank you!**