



## Landlord Incentive Pilot Program (LIPP) NCCEH Quarterly Report

Report Date: October 18, 2018

Reporting Period: Third Quarter, 2018

### LIPP Community Reports

#### LIPP Communities Activity for Current Quarter

Recruitment	
Number of Landlords Recruited this Quarter	7
Number of Units Made Available to LIPP Program by Recruited Landlords this Quarter	20
Housing	
Number of Households Housed in LIPP Units this Quarter	19
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	4

#### LIPP Communities Activity Year to Date

Recruitment	
Number of Landlords Recruited to Date	28
Number of Units Made Available to LIPP Program by Recruited Landlords to Date	239
Housing	
Number of Households Housed in LIPP Units to Date	47
Of these, Number of Veteran Households Housed in LIPP Units to Date	11

#### Challenges Encountered:

- One community reports that the central challenge this quarter has been the length of time it takes agencies to connect with their clients once a referral has been made to a landlord/property owner. Most providers only see their clients every two weeks or once a month in some instances. When a referral is made, it then becomes a time-sensitive

situation to have them apply. The LIPP entity has been looking at a way to do pre-leasing on properties once a referral has been submitted. Also, a bit of a challenge was the need for 1- or 3- bedroom housing options not matching the supply of several 2-bedrooms. As 2-bedrooms now become available, the LIPP entity will look at shared housing (roommates).

- One community's biggest challenge this quarter has been the LIPP Entity and staff transition within the agency. The LIPP Entity lost and replaced a PSH housing specialist and that has slowed down the housing search significantly the past few months due to training. The agency is in a larger transition with the lead LIPP coordinator moving to be the PSH Director. A replacement has been hired and trained. The LIPP Entity anticipates it will be a few months for the agency to get back up to speed on getting clients into housing at the usual pace.
- One community reports a challenge of lack participation from community partners and larger complexes not wanting to deal with getting the MOU through their legal team. New landlords who are interested in the program do not have affordable units. Landlords in the area seem to be more interested in having the program cover or guarantee rent.
- One LIPP community, Wilmington, was heavily impacted by Hurricane Florence.
- One community shares that a continuing challenge has been gaining housing update information from partner agency case managers/housing locators regarding individuals connected to UDI. This is largely due to staff capacity, as well as the fact that the emails on their listserv do not reach every individual in our partner organizations. The LIPP Entity is waiting to hear back from the local partnership to see about adding their agency contacts to the housing listing weekly emails. This will hopefully address the gaps in the dispersion of the housing listing information, as well as provide them with better data around individuals that are being housed through LIPP.
- The limited availability of property managers/landlords in one community that accept housing choice vouchers (HCVs) and HUD VASH vouchers continues to be a challenge for LIPP, especially since many providers are utilizing housing vouchers as a subsidy tool for ending homelessness. One of the larger landlord partners periodically stopped accepting vouchers for about two to three weeks, which significantly decreased the local stock of available housing units. After noticing this change, the LIPP Entity was able to have a one-on-one conversation with them very quickly (just a few days afterwards) and then open up the conversation to the broader community, by inviting the partnering landlord to share more about this decision at a monthly meeting, and providers and City staff had the opportunity to hear the landlord's reasoning behind the decision and ask follow-up questions. Although this conversation was challenging, it allowed a space for authentic and open communication between various parties involved with LIPP.
- One of the main barriers to consistent and accurate data gathering for one community is that the Risk Mitigation Fund's coverage is based upon the household who is ending their homelessness, and not based upon the landlord. The current eligibility includes anyone that is ending their homelessness in the community, which applies to any household receiving housing choice vouchers, rapid rehousing, or permanent supportive

housing subsidies. However, because this eligibility policy has not been clear to partner agencies, the LIPP Entity is missing a substantial amount of data around households who are covered by the Risk Mitigation Fund but whose agency partners have not yet submitted household-based lease-up data, for households housed through rapid rehousing or permanent supportive housing. This also makes it difficult to gather information differentiating between household vs. landlord data. The LIPP Entity's goal in the upcoming weeks is to clarify the eligibility policy with partner organizations and reach out individually to partner organizations to get more information about how many households have moved in, how many units/landlords that represents, as well as the names of the landlords in order to add the benefits of the risk mitigation fund.

#### Success Factors/Strategies Identified:

- One community continues to have strong support from their community. They recently began shooting a video that will highlight the need for more affordable housing in the area and the need for property owners to relax some of their screening requirements. The LIPP Entity has been successful in networking with property owners through the local apartment association, bringing more awareness about the benefits of working with the LIPP Entity. Since the last quarter, the LIPP Entity has been able to sign 3 additional landlords and currently has 5 referrals pending to be housed in the month of October.
- One LIPP Entity reports that their best strategy has been consistency. They try to offer this option to every new landlord they are working with.
- One LIPP Entity reports that having some press coverage about the program generated quite a bit of interest in the LIPP program. The response came from a few landlords and people needing assistance.
- One community reports that a new landlord partner has signed an agreement and is sending the LIPP Entity regular updates of their available units.
- One community reports that their new Housing Justice Fellow has been working with one of our local housing locators to coordinate a specific meeting for a larger group of housing locators. These meetings will hopefully serve as a space to touch base and case conference about specific client-related challenges, as well as discuss landlord engagement practices and updates. The first meeting is set up for the end of October and will occur every month.
- One LIPP Entity reports that they have been sent more signed leases for clients that will be covered by the Risk Mitigation Fund but are hoping to be able to broaden coverage even more before the mid-November deadline by increasing the scope of our case management weekly emails. Their new master's in social work graduate student intern has finished her onboarding process and will specifically be focusing on LIPP. She has worked on coordinating the partnership and making a landlord recruitment push before mid-November, as well as sending out the weekly emails to landlords and housing locators. They have continued to send our weekly emails to property managers and landlords asking for available housing unit updates, as well as to housing locators/case managers to share the spreadsheet of housing through LIPP partners. A feature has

recently been added that lists the available the housing authority listings in the area and information about waitlist timelines.

Success Stories:

- Jane Longhorn (name changed) is a single mother with a 12 yo daughter named Ryan. Jane and Ryan have been homeless for a little over 2.5 years due to medical issues and the lack of affordable housing in the area where Jane worked. They ended up in an emergency shelter for about 3 months and were then referred to transitional housing after successfully completing budgeting classes and paying off debts. Jane and Ryan were able to get their own key and moved into a 2-bedroom apartment that is in close proximity to Ryan’s school and very easy commute for Jane to get to work. Ryan’s behaviors and grades have improved tremendously, and her self-esteem has begun to thrive.
- We are right on the cusp of a project with one of the LIPP landlords who is doing a new building project in collaboration with the city. The first batch of units (there will be 70 total) will be ready around November 1<sup>st</sup>. We have about 6 clients lined up to go in and they have offered us 10 more units. This will be an amazing win for our agency and for LIPP. We are super excited.
- One veteran has been housed by a complex who expressed interest but has not gotten the remainder of their paperwork turned in.

## Reimbursement of LIPP Entities

### Reimbursement Information for Current Quarter

Number of Payment Requests Submitted	0
Total Amount of Payment Requests	\$0
Payment Requests Approved	0
Total Amount of Approved Requests	\$0
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	NA

### Reimbursement Information Year to Date

Number of Payment Requests Submitted	0
Total Amount of Payment Requests	\$0
Payment Requests Approved	0
Total Amount of Approved Requests	\$0
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	NA

Challenges with reimbursement process:

To date, NCCEH did not receive a payment request from the pilot communities.

Successes with reimbursement process:

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