

Community Health Partnership Flexible Housing Fund 2022

Training and Overview

Our Mission

CHP exists to improve the health of the Pikes Peak Region

Our Vision

By 2028 CHP will pioneer a process of collaborative leadership that results in measurable improvement in health outcomes

Our Key Drivers

- Helping people access health services
- Addressing the determinants of health
- Being a trusted resource for health policy information

Our Values

- Collaboration
- Innovation
- Boldness
- Respect
- Responsibility

Brief Overview: What is the Flex Fund?

The Community Health Partnership (CHP) Flexible Housing Fund has set aside funding to remain flexible and accessible to highly vulnerable households experiencing or at risk of experiencing homelessness, or who are experiencing a housing crisis in El Paso County, Colorado. The goal of the Flex Fund is to help households resolve their housing crisis through diversion efforts and move them towards permanent housing solutions.

Effective Homeless Response System: APPROACH

Use a systemic approach

to align interventions and resources across programs in a coordinated way around this common goal



Effective Homeless Response System: GOAL

House people as quickly as possible and

divert people from imminent homelessness whenever possible

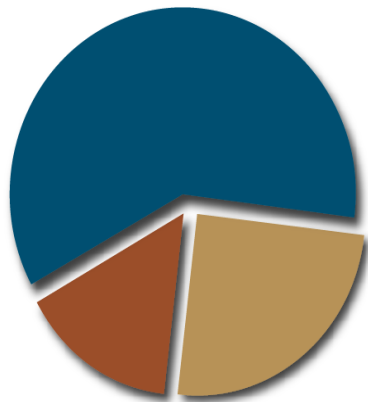


Using Flex Funds to Support Diversion Efforts

- What is Diversion?
 - Diversion assists people who have just lost their housing and are seeking emergency shelter or facing homelessness.
- Action Steps to Problem-Solve:
 - Understand
 - Explore
 - Pursue
- How to Support Households:
 - Connect or reconnect with friends and family
 - Resolve Disputes
 - Connect to Community-based and mainstream services
 - Access financial assistance

Diversion vs. Homelessness Prevention vs. Eviction Prevention

Which Strategy Has the Greatest Impact on a Community's Response to Homelessness?



DIVERSION

- Serves people who have lost housing and are facing **IMMINENT** entry into shelter or sleeping outside
- Reduces number of entries to a system
- Lowers demand for shelter beds
- Shortens wait lists

HOMELESSNESS PREVENTION

- Serves extremely vulnerable people who are about to lose their housing
- Only effective when targeted to those most at risk of becoming homeless

EVICITION PREVENTION

- Serves low income people who have received an eviction notice
- Most recipients **DO NOT** face imminent risk of homelessness

Integrating Coordinated Entry & Shelter Entry

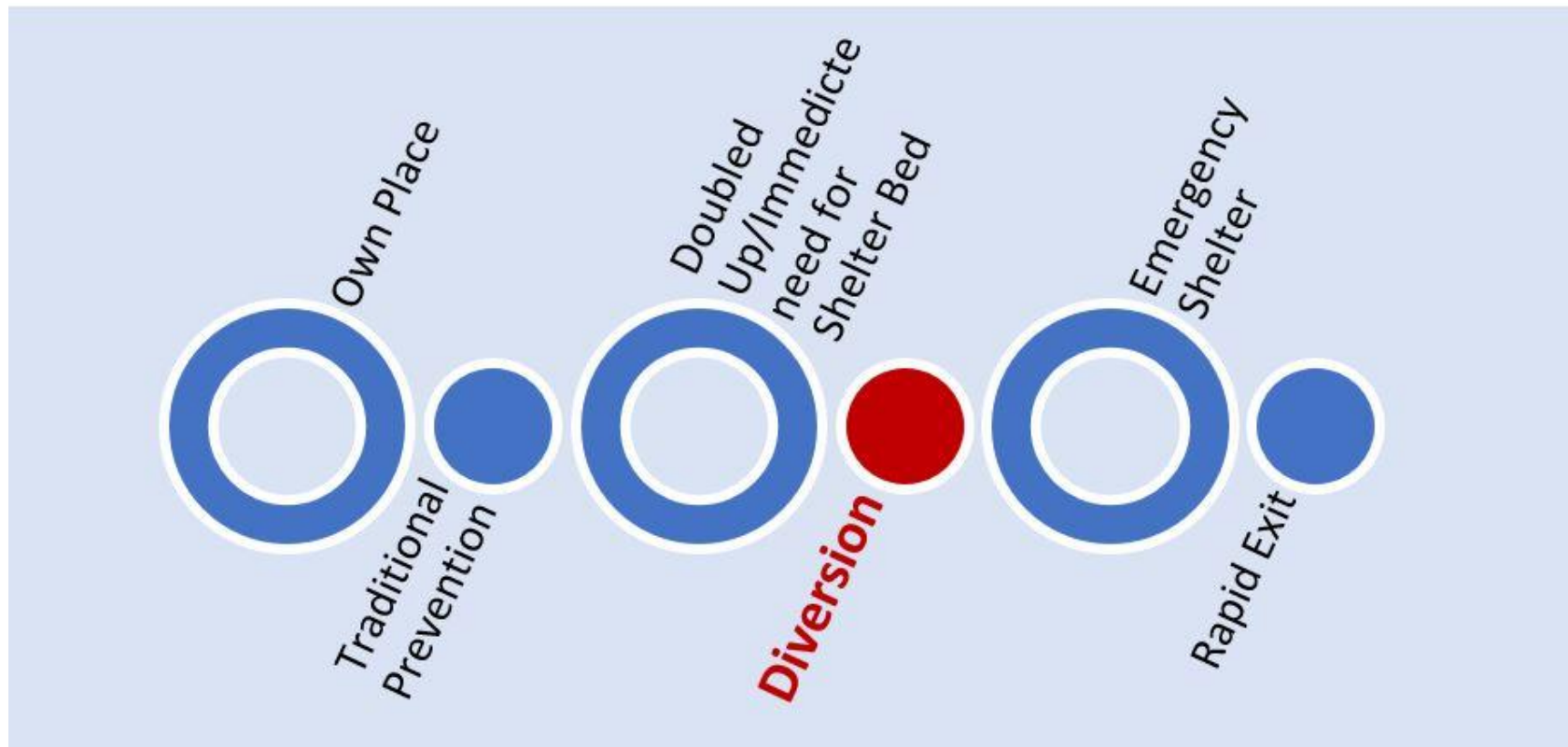
Diversion Is/Isn't

- Diversion is **NOT** a separate "program" but rather part of the entire system
- Diversion is **problem solving and solution focused**
- Diversion should always be **safe and appropriate** for the client

Diversion Requires

- Coordinated entry process and shelter front door
- **Resourceful staff trained in:**
 - Mediation, conflict resolution
 - Strength based assessment
 - Problem solving
 - Respect for client choice and
 - Recognition of safety
- **Linkages** to mainstream services and natural supports
- **Flexible** funds

Where Does Diversion Fall in the Homelessness Response System?



Eligible Participants

- Households with an annual income <80% of [Area Median Income](#)
- Household is engaged with one of the following:
 - Nonprofit Organization
 - Healthcare Provider
 - Faith-based Organization
 - Educational Institution
 - City/County/State Agency
- All rehousing options and available resources have been explored
- Household lacks sufficient resources that would assist them in their housing crisis
- Flex funds have not been received **in the last 12 months**
- Household is seeking assistance to secure or maintain housing
- Households moving into a new rental must be signing a lease ready for signatures (not on waitlist)



Requesting Assistance

- Requests for funds must go through an eligible Service Provider who will apply on behalf of the household.
- Referring Service Providers must be a member of the PPCoC.
 - Visit <https://www.ppchp.org/homelessness/about-coc> for more info and membership application
- Service Providers can submit a request for Flex Fund assistance by filling out an online Flex Fund Application.
- Flex funds may only be requested/issued **once every 12 months per household**.
- Requests may combine multiple types of eligible costs but total no more than **\$3,500 per household**.

Use With Other Subsidies

- If the household is participating in another homeless assistance program (CoC, ESG, etc.), the referring organization must verify on the application that the requested assistance cannot be covered by the other program's funds to avoid duplication of funding.
- Eligible Costs cannot be provided to a household who is receiving the same type of assistance through public sources.

Eligible Costs

Eviction/Arrears Owed to Previous Landlord (could now be in collections):

- Requests will be assessed on a case-by-case basis
- Will only be approved if the household has been denied for housing

Fees and Deposits Needed to Apply for and Secure Housing:

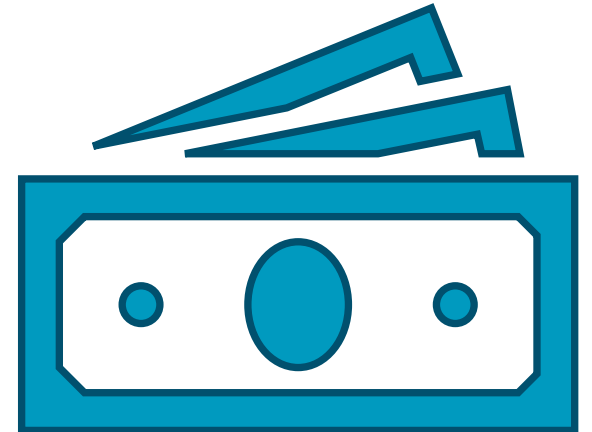
- Security Deposits up to 2 times the rent
- Application and Administrative Fees
- Pet Deposits/Fees
- Utility Deposit Activation Fees

Lease or Utility Assistance:

- Rental Arrears to PREVENT Eviction or Non-Renewal
- Rental Assistance (including Monthly Pet Rent)
 - Up to 2-months of rent
- Utility Assistance
- Renters Insurance

Landlord Mitigation Assistance:

- Reimbursement to Landlord/Property Owners for Damages, Repairs, or Vacancy Payments



Eligible Costs, Cont.

Gap Funding:

- Covers up to \$200/month for 6-12-month lease if market rent does not meet payment standards

Rent Increase Due to Lease Renewal:

- Covers up to \$200/month for 6-12-month lease for households at risk of losing current housing

Hotel/Motel Assistance:

- Up to 45-days of hotel/motel assistance
- Household must have a signed lease and move-in date established prior to approval

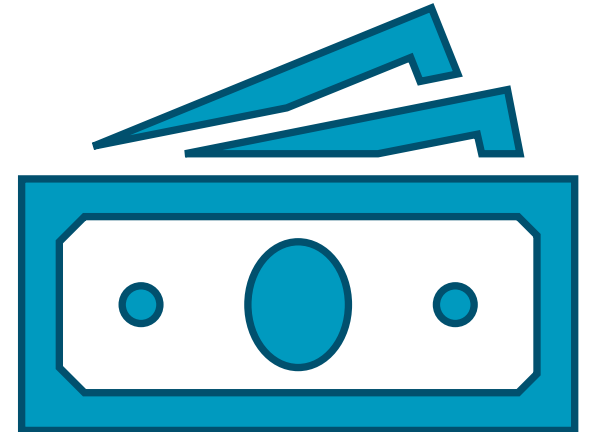
*Transportation:

- Items related to one-time, episodic, or regular transportation that can help a client make progress towards ending their homelessness (e.g., car registration, bus passes, gas vouchers, etc.)
- Fares for the cost of housing navigation to view potential rental options by bus or other transportation services (e.g., taxis, rideshare services, etc.)

*Relocation Assistance:

- Bus tickets to return to locales with stable family support
- Plane or train tickets
- Other transportation fees (e.g., taxis, rideshare services, etc.)
- Moving fees to cover the cost of movers
- Up to 60 days of storage fees

*We can review additional requests on a case-by-case basis.



Eligible Costs, Cont.

*Basic Household Items

- Refer to CHP's Flex Fund Policies and Procedures for examples

Critical Documents

- Documentation needed to overcome barriers to employment, housing, etc.
 - Examples: Driver's License, State Identification Card, Birth Certificate, Student Records

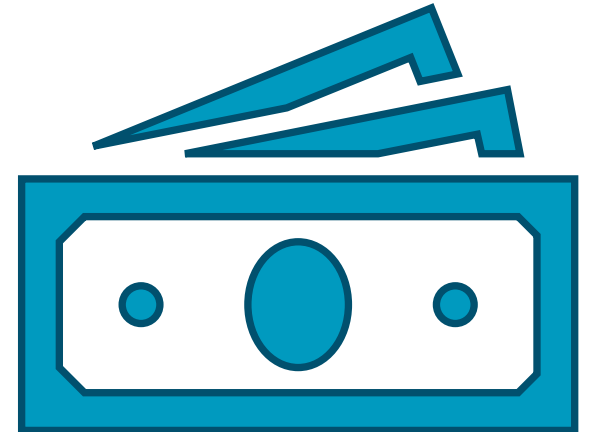
*Employment and Training:

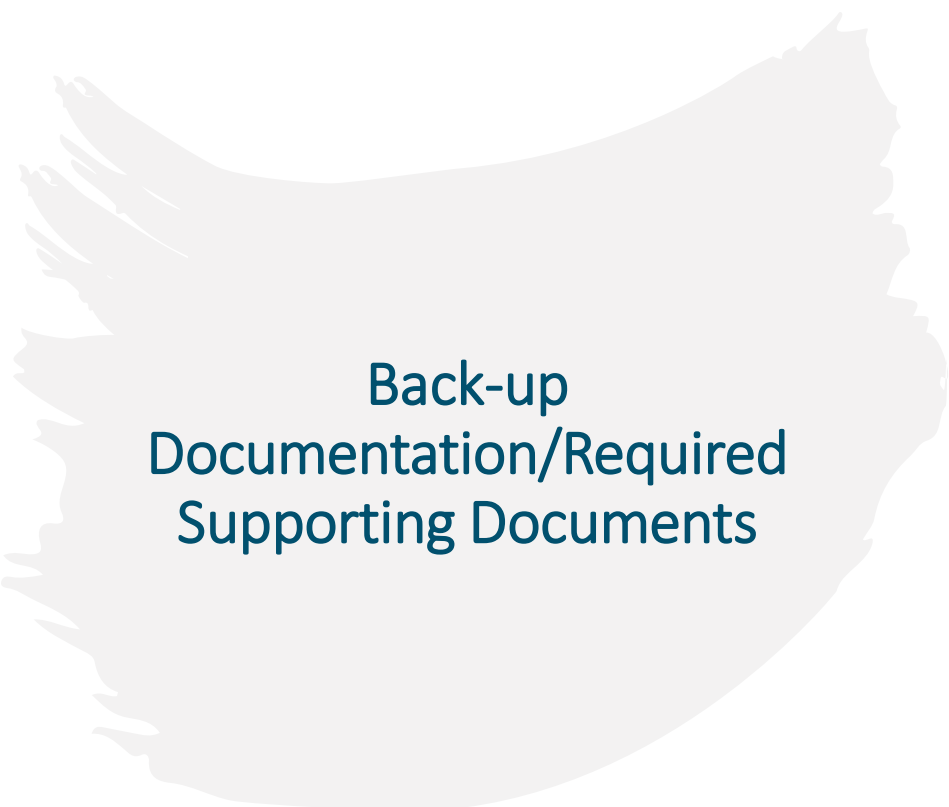
- Items needed for specific employment or job training
 - Examples: Uniforms/Footwear/Professional attire, Tools, Personal Protective Equipment, GED Exam/Licensing Fees, Temporary Childcare Costs to Attend Job Interviews

*Other:

- ADA home modification options (see Policies and Procedures for examples)
- Interpreters to translate housing-related documents/conversations between the landlord and case manager

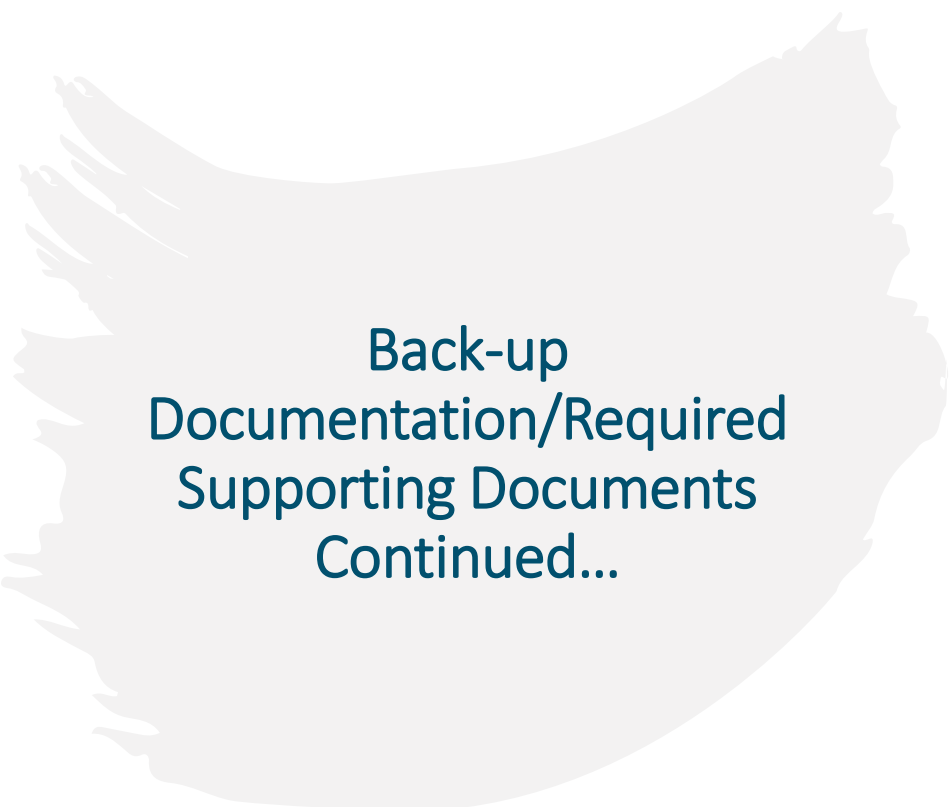
*We can review additional requests on a case-by-case basis.





Back-up Documentation/Required Supporting Documents

- Review Policies and Procedures for examples of required documentation (dependent upon eligible cost being requested)
- Responsibility of Service Provider to submit all required documentation
- Backup documents must be emailed to flexfund@ppchp.org within **10 business days** of applying.
- Service provider will be notified if additional documentation is needed before final approval can be determined.
- All vendors (property owners, moving companies, etc.) must complete a W-9 and provide documentation verifying the amounts owed by the household seeking assistance. Statements must be dated within the last 30-days.



Back-up
Documentation/Required
Supporting Documents
Continued...

- **Requests Involving Payment to Property Owner/Landlord:**
 - Copy of signed lease
 - Documentation of account balances or past due monies owed
 - Copy of email correspondence between landlord and service provider confirming rental arrears amount, property address, and landlord's consent to work with Flex Funds
 - Copy of property owner/landlord's W-9
- **Requests Involving Other 3rd Party Vendors: (e.g., Hotel/Motel, Utility Company, etc.)**
 - Vendor's W-9
 - Itemized copies of receipts/transactions for services rendered
- **Requests Involving the Purchase of Items: (e.g., Basic Household Items, ADA Home Modification Options, etc.)**
 - Itemized copies of receipts/transactions for items purchased

Process of Approval and Communication

- The Service Provider will receive a response to the request between **1-3 business days** after submitting the application. Response may be:
 - Approval Pending Submission of Required Documentation
 - Request for Additional Information
 - Denial
- The Service Provider who submitted the application will be the point of contact with CHP for follow-up and status updates.
- All communication, questions, and documentation regarding flex funds must be directed to flexfund@ppchp.org.

Responsibilities of Landlord, Tenant, and Referring Agency

- **Landlord:**
 - Stay in communication with the service provider if conflict with a tenant arises that requires mediation
 - Provide necessary documentation related to any funds requested
 - Share a copy of the signed lease agreement between landlord and tenant
 - Maintain the unit in accordance with Habitability Standards
 - Comply with Equal Opportunity/Fair Housing requirements
- **Tenant:**
 - Abide by the rules and guidelines set forth by the landlord outlined in the lease agreement
 - Pay utilities and other fees that are not covered by the landlord
 - Correct and/or report damages to the rental by a family member or guest in a timely manner acceptable to the landlord
 - Notify the referring agency representative if conflict with the landlord occurs that requires mediation
- **Referring Agency:**
 - Submit Flex Fund application on behalf of the household in need of assistance
 - Gather and submit all required supporting documentation to flexfund@ppchp.org within 10 business days of the application submission
 - Will notify the Housing Navigator Specialist if a conflict arises between the referring agency and landlord that requires mediation

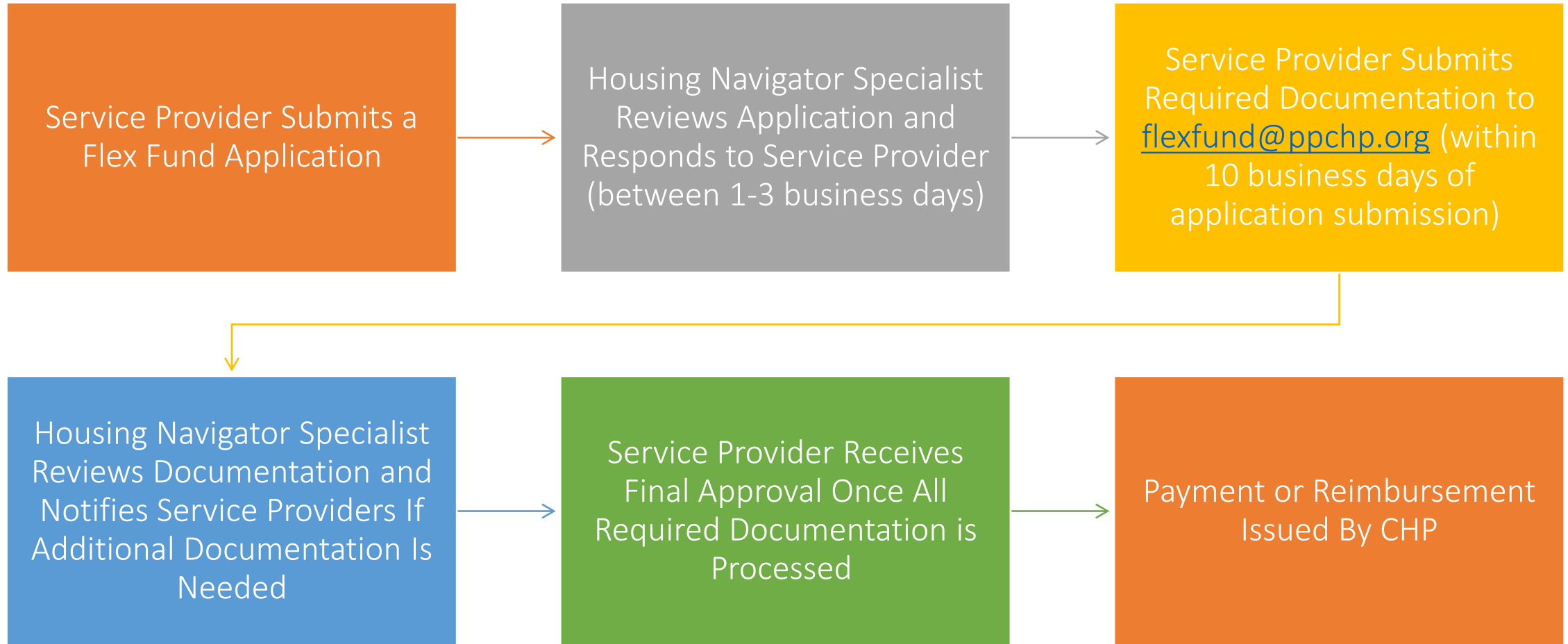
Payments and Reimbursement

- Payments are made by CHP directly to the vendor for eligible amounts owed.
- CHP cannot directly reimburse a household
 - Payments will be mailed to the vendor's address indicated on the vendor's W-9 if a mailed check is the preferred method of payment.
- Reimbursements will be made on behalf of the household and issued to the referring Service Provider if the vendor is not willing to wait for the check to be processed or the Service provider is able to issue payment for eligible costs and request reimbursement from CHP.
 - The service provider must provide CHP with a current copy of their agency's W-9 and proof of the payment transaction within ten (10) business days.
 - All service providers must fill out a request form and receive approval prior to issuing a payment for which reimbursement will be requested.
- CHP is not responsible for late fees accrued if payment is late. It is the Service Provider's responsibility to maintain communication with landlord or vendor on payment.

Homeless Management Information System (HMIS)

- Programming for the Flex Funds will be tracked in the Homeless Management Information System (HMIS) for tracking and reporting purposes.
- Service Providers who have access to HMIS and submit a request for Flex Funds are required to create or update the head of the household.
- Service Providers must adhere to the Colorado HMIS Policies and Procedures listed on ZenDesk: <https://cohmis.zendesk.com/hc/en-us/articles/360013991371-Policy-Procedures>.
- CHP will enter Flex Fund services into HMIS and track household enrollments.
- If the Service Provider does not have access to or use HMIS, the person submitting the Flex Fund application is required to follow the steps below before household information can be shared in HMIS:
 - Obtain consent from households using the COHMIS Release of Information (ROI): <https://cohmis.zendesk.com/hc/en-us/articles/360020127232-COHMIS-Client-Forms>
 - Consent can include implied, written, or verbal consent, though written consent is preferred. The ROI will be uploaded into HMIS.
- If a household refuses consent to enter their information into HMIS, CHP will mark the household records as “Private” in the system.

Flex Fund Flow Chart



Flex Fund Forms and Contact Information

- Angela Roberts:
 - Housing Navigator Specialist
- Email:
 - flexfund@ppchp.org
- Funding Request Form:
 - [Flex Fund Application](#)
- PPCoC Membership Application:
 - <https://www.surveymonkey.com/r/WLYRCNF>
- Flex Fund Website:
<https://www.ppchp.org/flexfund/>
- Flex Fund 1-pager: <https://www.ppchp.org/wp-content/uploads/2022/06/Flex-Funds.pdf>