



Housing Navigator and CoC COVID-19 Response Meeting

6/2/20

Agenda

- Landlord Meeting, Louie Robinson
- Technical Assistance from HUD
- Changes to Housing Programs
- 2020 US Census – Service Based Enumeration
- Stimulus Checks, Beth Hunter
- Agency Updates
- Wrap Up
- Announcements/Upcoming Events
- Resources and Links



Engaging Landlords





Immediate and Proactive Communication: Planning

Lead with Equity: Address the disparities that people of color face in accessing and maintaining stable housing by utilizing translation services, solicit feedback from people with lived experience, and engage multi-cultural service providers.

Understand any moratoriums on evictions: What is restricted (late fees, evictions), for how long, and what is being done to address them locally?

Connect to legal services for homeless and formerly homeless individuals.

Recruitment and Retention: Planning

Map out your assets: Identify your current landlord engagement system: Who is responsible for recruitment and engagement; are risk mitigation funds available and accessible; who mediates?
Ensure landlord/tenant education is widely available for participants and providers.
Strategize for an effective communication strategy.

Look at your data/think outside the (red)lines: Use data to prioritize what landlords to target by unit type, location (transportation routes, near medical services, etc.), and site-specific needs (accessibility standards, on-site supportive services, etc.). Identify higher opportunity zones for targeted outreach and engagement.

Establish a LL advisory group: Engage current providers and develop a plan of action for leadership to support implementation and/or improvement.
Include landlord(s) who can also be advisors and champions for the effort.

Immediate and Proactive Communication: Action

Communicate: Let landlords know about operational changes such as staffing, points of contact, and redetermination of tenant rent.

Respond: Ensure providers have staff capacity to receive and respond to landlord inquiries and can prioritize proactive communication. If not, coordinate assistance.

Clarify your commitment: Let landlords know how they will benefit: guaranteed rent, supportive services, regular communication.

Engage: Activate local groups who work with marginalized populations.

Recruitment and Retention: Action

Be specific: Specify your need and simplify the ask to landlords: # of units, size, requirements, etc.

Network: Contact referral sources, request they contact other landlords, act as referrals, etc.

Update inspection standards: Look for ways to simplify the inspection process without sacrificing quality. Review funding restrictions and requirements to communicate eligibility and standards.

Train: Establish minimum standards and training for all staff who engage with landlords. Make fair housing and anti-discrimination resources available and accessible to participants and providers.

Standardize: Implement tenancy and landlord tools like guidelines for home visits, how to read a lease, how to respond to a landlord complaint, etc. Create print, online, and video marketing materials.

COVID-19

Landlord Engagement: Reset your Community's Critical Partnerships During COVID Response

Why Now?

Private market landlords, property managers, owners, and public housing authorities are responding to the same conditions impacting housing crisis response systems nationwide. As everyone faces new or changing conditions and uncertain futures, Emergency Solutions Grants (ESG) recipients in partnership with Continuums of Care (CoCs) should prioritize working with landlords and property owners to house people experiencing homelessness. A proactive, affirmative landlord engagement system is one of the most efficient means of increasing the supply of available rental units in your community. In this document “landlord” refers to any public or private owner or manager of a rental property.

Getting Started

Landlord engagement needs to function at a system level across your community to:

- * Avoid duplicated or redundant engagement efforts
- * Ensure providers and direct staff are not competing against each other for limited resources
- * Communicate a clear and coherent message about the need to community members and landlords

First, designate a dedicated organization(s) responsible for:

- * Coordinating strategy and engagement on behalf of the system
- * Setting up system-level workgroup(s) dedicated to landlord engagement and retention
- * Providing staff responsible for recruiting and maintaining relationships on behalf of the system
- * Assessing how the current environment has shifted landlord practices or preferences
- * Making adjustments to continue system-level engagement with social distancing, remote protocols and practices that align with landlord preferences, e.g. online applications submission, virtual showings, drop boxes, and virtual meetings
- * Creating risk mitigation funds accessible to CoC and ESG projects

The CoC's governance and written standards and ESG written standards should reflect and promote this strategy. The following planning and action steps will allow your system to quickly improve or develop a rapid response landlord engagement strategy. In this document “landlord” refers to any public or private owner or manager of a rental property.

Communication Planning

1. Lead with equity by addressing the disparities that people of color face in accessing and maintaining stable housing:

- Utilize translation services
- Solicit feedback and collaboration from individuals and families with lived experience of homelessness
- Engage multi-cultural service providers equipped to communicate with and between people for whom English is not spoken or is a second language.
- Consult with minority communities and representatives who can address fears and misconceptions of changes to operating policies and procedures, both within your agencies and by landlords.

2. Landlords are under a wide variety of [federal](#), [state](#), [court-mandated](#), and [local](#) moratoriums on evictions, late fees, and penalties related to nonpayment of rent. Your community needs to understand current restrictions, applicability, and time periods for proactive communication with landlords, tenants, and providers. Keep the communication simple and offer translations for non-English speakers: What cannot happen, for how long, basic tenant and landlord responsibilities, and resource referrals.

3. Communities need to maintain and empower client access to **available legal services for homeless and formerly homeless individuals**:

The Federal Emergency Management Agency (FEMA) provides free legal assistance for low income clients through a request from the state, local, territorial, or tribal governments immediately following an [Individual Assistance \(IA\) declaration](#) and continuing until services are no longer needed. Legal assistance is provided for non-fee generating cases (cases that would not be taken by local non-pro bono attorneys) regarding a wide range of insurance, estate, consumer protection, home repair, landlord/tenant, and FEMA appeal topics.

Legal services for advice and representation in matters that interfere with a homeless individual or family’s ability to obtain and retain housing are an eligible cost for CoC Supportive Services projects. ESG housing relocation and stabilization services can cover legal services including landlord/tenant matters necessary to resolve a legal problem that prohibits participants from obtaining permanent housing or will likely result in losing current housing.

Communication Action

1. Ensure providers are communicating with current landlords regarding operational changes such as **temporary staffing, points of contact, delays or interruptions affecting rental assistance or leasing payments to landlords, and redetermination of tenant rent** for participants who have lost or had reduced income. Ensure providers are able to pay landlords promptly and landlords are aware of the benefits of reliable rent payments. Ensure providers have available **staff capacity to receive and respond to landlord inquiries and can prioritize proactive communication**. If a housing provider does not have current capacity, solicit and coordinate volunteers internally or within partnering organizations to assist at least temporarily with a mass mailing or outreach to affected landlords.
2. Review available data and trends to **adjust CoC and ESG standards for determining what percentage or amount of rent each program participant must pay while receiving housing assistance**. Note [current employment data](#) shows black and Hispanic people have the highest rates of unemployment by race and ethnicity and young people have by far the highest rate of unemployment by age. Disparate access to employment, lost employment during COVID, and hiring discrimination may result in longer job searches and increased need for sustained rental assistance.
3. Tailor your response and be flexible: when considering accepting rental assistance and potential tenants, **landlords may want to know** the long-term viability of the tenant, credit, rental, and other background histories, and additional lease terms and addendums the program requires.
 - Housing staff should be equipped with relevant information such as the [benefits of accepting rental assistance](#), wraparound and supportive services, regular communication, and landlords who can act as referrals for the project or tenant.
4. **Engage community-based organizing groups and other coordinating groups who work with marginalized populations** to communicate the intent and needs of your landlord engagement system and solicit collaboration and referrals.

Recruitment and Retention Planning

1. **Identify your CoC’s existing landlord engagement system** and capacity for improving orscaling:
 - **Landlord engagement** performed individually by agencies or direct staff, or by a dedicated organization(s), workgroup, or staff
 - **Rent payments** from agencies to landlords are timely and reliable
 - **Risk mitigation funds** are available and accessible when there is excessive damage done to a unit beyond what the security deposit will pay
 - **Assistance with minor repairs** is available to address deficiencies in the unit that may prevent it from meeting habitability standards
 - **Landlord/tenant mediation** is available to respond to concerns and resolve conflicts
 - **Landlord/tenant education** is provided for all parties, including case managers and other staff who interact with landlords and renting participants
 - **Community-sponsored campaigns or events** are regularly held to engage and recruit landlords
 - **Elected officials and other community leaders** are engaged in landlord recruitment
2. Use available data to **prioritize unit type, location, and site-specific needs**: what type and size of units do you need or have the issues accessing and where.

3. Engage current providers and partners like legal services and faith-based organizations who may be filling some or all of the above elements and **draft system design options for community leaders to consider and move toward implementation or improvement**. These elements may be consolidated under a centralized program like Pierce County’s [Landlord Liaison Program](#) or Houston’s [Landlord Engagement and Assistance Program](#) or spread across providers with particular specialties or geographically to ensure services can be accessed equitably. Under a centralized design model, funders create one organization landlords contact if they have a unit to rent or if an issue arises, full-time, experienced staff outreach to and engage landlords, and a designated organization(s) can administer mitigation funds, provide mediation, and supply tenant/landlord education. Under a community design model, CoCs provide support for local tools such as [housing locators](#), collaborate with [providers who fill one or several roles](#) within the system strategy, and [build capacity](#) by conducting research, providing training, and applying for funding to support the community’s shared strategy.

4. Identify funding opportunities to **support new or improved engagement strategies**. While CoC and ESG programs can support some planning and individual housing location assistance, your community will need dedicated funding for a robust landlord engagement system.

5. **Review existing landlord mitigation programs** within the community and identify areas or uses that need coverage to incentivize more landlords to participate. [These funds](#) often cover reimbursement for repairs required to pass a program inspection, lost rent due to move-in delays caused by the inspections and repairs, and move-out repairs or damages.

Recruitment and Retention Action

1. Document your need and **simplify the ask to potential landlords**:
 - a. how many units are available?
 - b. what bedroom and bathroom size?
 - c. are you willing to accept tenants without photo ID (rental/credit history, etc.)?
 - d. would you participate if you had access to a landlord risk mitigation fund, etc.?
2. **Contact referral sources** including existing landlords, mayor or county elected officials, landlord and property management associations, housing authorities, board members and employees, or by posting notices in community virtual boards or newsletters.
3. **Update inspection standards for ESG and CoC projects** utilizing [applicable waivers](#) and review [examples from other communities](#), especially communities under similar public health conditions and local restrictions. Adjust procedures to accommodate how local Public Housing Authorities (PHAs) use their [available waivers](#) and collaborate with them to ensure impacted operations do not slow your housing flow to public housing programs.
4. **Review funding restrictions and requirements**, such as habitability standards versus Housing Quality Standards, and create a matrix to communicate eligible housing types and standards to providers and landlords.
5. **Require alignment** between the [Coordinated Entry \(CE\) management entity](#) and your landlord engagement system. Ideal CE and landlord systems will complement each other by supplying data on need, supply, and process improvements. The CE system can efficiently match households to unique housing types when appropriate like roommates, shared housing, SROs, etc. when working in coordination with landlord engagement teams identifying those opportunities.
6. **Establish minimum standards and training** for case managers, housing counselors, housing navigators, etc. who work with landlords. Use [existing resources as templates](#) to develop a local curriculum.
7. **Direct providers to information and resources on fair housing and anti-discrimination protections** including specific resources like [protections for domestic and sexual violence](#) or [people with disabilities](#) and ensure all participants understand or can access how to file a complaint utilizing a local grievance procedure [or contact HUD directly](#).
8. **Require rental assistance and leasing providers to utilize [standard program lease or sublease agreements](#)** when possible to reduce duplicate or conflicting program requirements depending on the provider or project type.
9. Centralizing your CoC’s outreach and engagement efforts should be paired with consolidating access to and utilization of participating landlords. **Develop a system-level tool or database to collect and maintain**

available units and landlord contact information. This can be as complex as a customer relationship management database or [online housing search tool](#) or as simple as a group email inbox or spreadsheet.

10. **Collect and require all agencies to utilize [tenancy and landlord tools](#).** These may include [guidelines for home visits](#), [how to read a lease](#), role plays for making or responding to a landlord complaint, simplified lists of lease do's and don'ts, etc.
11. **Invest in targeted outreach to landlords in higher opportunity areas** (e.g. low crime rate, low poverty concentrations, transit- oriented developments, etc.) to encourage greater mobility and housing choice. Examples include San Diego Housing Commission's [Landlord Engagement and Assistance Program](#) and Chicago Housing Authority's [landlord incentive payments in Mobility Areas](#). These programs provide bonus payments to participating landlords in addition to other incentives.
12. **Create marketing materials** to support your campaign available [online](#), by [video](#), or [in print](#).
13. **Establish a [“barrier busting”](#) team** of housing providers and partners who can be incentivized by flexible funds reserved for unmet needs. These teams commit to providing staff who will collaborate to reduce barriers to housing stability, act as liaisons for other agencies whose clients may have difficulty accessing their services, and case conference particular challenges.
14. **Establish a landlord advisory group** or ensure diverse landlord representation in your governance or advisory bodies. Use the group to discuss landlords' fears about accepting different rental assistance and what it would take to get them to change their minds. Ask for suggestions concerning the best way to recruit landlords. Recruit members who are willing to help promote your projects, introduce you to other landlords, and serve as references.
15. **Evaluate your strategy and report out through your CoC's leadership**, including a landlord advisory group, using follow-up surveys of participants and landlords, tracking evictions of housing program participants, and escalating when there are lost units due to previously engaged landlords who decline to continue accepting rental assistance.

Tools and Templates

[Strategies for Working with Landlords Toolkit](#) The sample materials included were provided by agencies within Michigan and the National Alliance to End Homelessness. These include materials to setup and run a landlord forum and support for a recruiting campaign.

[Housing Search Assistance Toolkit](#) A resource developed for case managers and housing advocates to assist clients with accessing and maintaining housing.

[HUD's Office of Fair Housing and Equal Opportunity \(FHEO\)](#) works to eliminate housing discrimination and promote civil rights and economic opportunity through housing. One of FHEO's roles is to investigate complaints of housing discrimination. Anyone who believes they have been discriminated against in violation of federal fair housing laws can and should be encouraged to [file a complaint with FHEO](#).

[Landlord Benefits Checklist](#) This checklist outlines the benefits landlords receive from working with a housing search program. The checklist provides examples and would have to be tailored according to the services your program provides. The checklist could be used as a marketing tool to advertise your program to potential landlords. Housing advocates could also use the information as talking points when calling or meeting with prospective partners.

[Landlord Marketing Letter](#) This marketing letter can be used separately or with the Landlord Benefits Checklist to advertise your program to landlords in your community.

[Landlord Information Template](#) Using this form will allow your agency to collect information about landlords in your community as well as the type of housing that is available. It is important to note, however, that many communities either have or are in the process of creating a housing inventory database. If you live in one of these communities, there are probably forms and procedures in place for collecting information and populating the database.

[Landlord-Tenant-Case Manager Communication Agreement](#) This communication agreement can be used to promote open communication between the landlord, tenant, and case manager/housing advocate and to address problems before they become irreparable.

[Landlord Toolkit for Responding to COVID-19 Impacted Tenants](#) The purpose of this toolkit is to provide initial tools and resources for small- and large-scale landlords as they face unprecedented loss of rental income and uncertainty. There are some resources available to assist tenants but the timing of receipt of these resources is unclear. In the

meantime, if tenants struggle to pay rent, many landlords may be unable to meet their own financial and operational obligations.

[Multifamily Preparedness Begins with an Incident Response Plan](#) Research and insight from the National Multifamily Housing Council provides valuable recommendations for multifamily housing providers, many of which may be owned by or subsidiaries of housing service providers.

[Fraud Prevention Tips and Resources](#) HUD's Office of Inspector General is alerting the public about potential fraud schemes related to the CARES Act funding. These cover rising trends, schemes, or other intelligence they uncover regarding criminal practices targeting the public and those obtaining services from HUD programs.

[Risk Mitigation Funds Community Profiles](#) These two documents provide details on how four communities set-up and implement their risk mitigation funds.

[Example Landlord Recruitment & Retention Program and Marketing Campaign Report](#) The Miami-Dade County Homeless Trust commissioned an assessment for recommendations to create a landlord marketing campaign and program with the objective of recruiting and retaining landlords. The report includes recommended actions, a timeline, and proposed budget.



Technical
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Rehousing and Coordinated Investment Planning Tool (RCIPT) Version 1.2
Overview & User Guide

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I. Overview	
a. Background	
The Rehousing and Coordinated Investment Planning Tool (RCIPT) is a framework for communities to define and quantify their need for housing supports and services in light of the COVID-19 pandemic, and to plan to fulfill these needs with existing and newly available funding sources. A Coordinated Investment Plan (CIP) enables communities to strategically align resources to provide and maintain permanent housing solutions for households experiencing homelessness or at-imminent risk of homelessness. Communities should complete the tool with a particular focus on systems and programs that address historic disparities in experiences of homelessness and impacts of COVID-19.	
b. Coordinated Investment Planning: Convening a Local Planning Group	
A CIP requires broad stakeholder engagement to maximize system change and leverage available resources for optimal utilization. Coordinated planning allows for greater impact than planning where each stakeholder makes independent decisions about each resource.	
In order to complete the RCIPT, communities should identify an existing group or form a new planning group to develop the community’s goals, rehousing strategy, and plan for use of various available resources to create a CIP that can be shared with decision-makers in the community. This group of stakeholders should be inclusive of:	
• People with lived experience of homelessness	
• People representative of populations disproportionately impacted by COVID-19 and homelessness (including, but not limited to, considerations of race, ethnicity, gender, sexual orientation, people with limited English proficiency, etc.)	
• Decision-makers from each of the funding sources the community is including in the CIP	
• Leadership from the private philanthropy sector (i.e. a local community foundation, United Way, etc.)	

c. Equity and Rehousing Focus
People of color - particularly Black and Native American people - are disproportionately impacted by homelessness and they are also disproportionately impacted by COVID-19, being at risk of severe illness and death from COVID-19. As communities plan for the use of existing and newly-available funds, these inequities should inform the decisions being made so that communities are addressing, and not perpetuating, these disproportionate impacts.
Permanent housing is a public health intervention for people in sheltered and unsheltered settings to reduce the risk of severe illness or death from COVID-19. Providing temporary non-congregate shelter and housing people experiencing homelessness in their own unit should be a public health priority.

II. User Guide

a. Summary of RCIPT Tabs				
<p>Communities will undertake a 4-step process to complete the planning exercises in the RCIPT. The exercises for each tab are outlined in the detailed instructions below.</p> <ul style="list-style-type: none">• Tab 1 – Rehousing Strategy• Tab 2 – Project Type Description & Cost• Tab 3 – Resource Inventory• Tab 4 – CIP Planning Matrix <p>The CIP Report is the final roll-up report of the exercises completed in Tabs 1-4. No data entry is required on this tab.</p> <ul style="list-style-type: none">• Tab 5 – CIP Report <p>The remaining tabs contained in the spreadsheet are separate from the core 4-step process and are to be used primarily as references for communities.</p> <ul style="list-style-type: none">• Tab 6 – Notes• Tab 7 – Version Change Log <p>NOTE: Columns are colored by expected user interaction with the RCIPT:</p> <table><tr><td>White: User entry</td></tr><tr><td>Green: User entry through drop-down menus</td></tr><tr><td>Blue: Pre-populated from entries in other tabs in the RCIPT</td></tr><tr><td>Grey: Calculations</td></tr></table>	White: User entry	Green: User entry through drop-down menus	Blue: Pre-populated from entries in other tabs in the RCIPT	Grey: Calculations
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Grey: Calculations				

b. Detailed Tool Instructions

Instructions for each of the four (4) primary tabs requiring manual entry can be found below.

i. Tab 1 – Rehousing Strategy

Purpose:

Communities develop Goals, Cohorts, and Project Type interventions to create a Rehousing Strategy to quantify and segment the community's housing and service needs. The community will also estimate the total number of households (by household type) within each Cohort.

Key Terms:

Goals: Broad, overall community-wide goals in response to COVID-19 and homelessness in your community. Goals can be focused on meeting the housing needs of different households or on investing in a homeless system's infrastructure to improve effectiveness.

Ex. Rehouse ## households experiencing homelessness as quickly as possible to reduce risk of COVID-19 illness and death

Ex. Invest in system-wide landlord engagement strategy

Cohorts: Groups of individuals/households with similar characteristics, housing barriers, and housing and service needs.

Ex. Recently employed and at-risk of COVID

Ex. Unsheltered and chronically homeless

Ex. Unsheltered senior with limited income

Project Types: Crisis, Housing, and Service Interventions the community currently operates or plans to implement. To address unmet needs or reduce inequities in the system communities should consider the opportunity to fund new project types or providers, or to change existing programs to make them more effective.

Ex. Housing Problem Solving + Flex Funds

Ex. Rapid Rehousing (RRH)

NOTE: Planning is done at the household level because the number of housing resources needed is related to the number of households with a housing need. People experiencing homelessness by themselves are considered a household of one.

Community Inputs:

- 1) Column A: Input community-wide Goals. The community may have already identified initial goals and priorities in its COVID-19 response and rehousing strategy. What are the opportunities to create permanent housing? See examples provided above.
- 2) Column B: Within each Goal, delineate distinct Cohorts. These are groups of households with similar characteristics, housing barriers, and housing and service needs who are included under the overall community Goal. See examples provided above.
- 3) Column D: Select the Household Type from the dropdown. Choose from “Single Adults,” “Families,” “Youth,” or “All.”
- 4) Columns E-O: Select the appropriate Crisis Response and Housing Project Type interventions for each cohort by choosing the X in the drop down for the project type. Each Cohort will require at least one (1) Project Type intervention. Select as many of the interventions as necessary given the needs of the particular Cohort. See below for an example of different Project Type interventions matched to particular Cohorts. Communities may consult their current system performance data to inform their planned Project Type intervention and pathway combinations. Communities are encouraged to analyze their coordinated entry data and their Stella Performance data by race and ethnic sub-populations to identify areas for improvement. In order to develop the corresponding Project Types required by each Cohort, communities should take an equity-based approach in examining specific housing barriers for different populations.

Note: Columns L and M allow for customization of an alternative Permanent Housing Project Type not listed in the template tool. Communities are encouraged to modify existing programs or develop new programs as part of their Rehousing Strategy as they complete their CIP.

- Sample -	
Cohort	Project Type intervention(s)
Newly homeless on the street with access to networks/resources	Outreach + Housing Problem Solving/Short Term Rental Assistance (HP/RRH)
Recently employed and at-risk of COVID	Non-Congregate Shelter + RRH
Unsheltered and chronically homeless	Outreach + PSH
Unsheltered senior with limited income	Outreach + Non-Congregate Shelter + Ongoing Shallow Subsidy
Sheltered and employed	Emergency Shelter + RRH

- 5) Column P: Record how the Project Type interventions planned for the given Cohort will address racial and other historic disparities. For example, a community may note that Rapid Re-Housing program design provides sufficient time to allow participants to find employment, given systemic barriers to employment based on race.
- 6) Column Q: Record any anticipated implementation barriers. For example, a community may note that for a Cohort that will utilize RRH, a portion of these single adults may need PSH at the conclusion of their RRH stay.
- 7) Column D: Estimate the number of households in each Cohort, based on the household type. This can be estimated from HMIS data or other sources, including PIT or coordinated entry data. The number entered into Column D should be an annualized number (i.e. not point-in-time).

iii. Tab 3 – Resource Inventory

Purpose:

Communities create a Resource Inventory to catalog the resources available through different stakeholders in the community. The Resource Inventory should account for both new and existing funding streams.

Community Inputs:

- 1) Column A: List all known and available resources in the community, including federal, state, and local funds, and any private sources. For example, this listing could include sources such as FEMA, ESG-CV, state housing funds, CDBG-CV, YHDP, or other funding sources. In addition, communities should include existing CoC PSH or RRH units, or SSVF capacity, in their Resource Inventory.
- 2) Column B: Select whether the corresponding resource in Column A is a financial resource or not. For example, FEMA and ESG-CV funds are financial, but existing CoC PSH and RRH units are not. Both types of resources should be accounted for in the inventory.
- 3) Column C: Enter the total dollar amount the community has been awarded for the given funding source (for financial sources only).
- 4) Column E: Enter the units or referral slots in the existing inventory projected to become available within the next 12 months (for non-financial sources only).
- 5) Column G: Record relevant information pertaining to allowable/eligible populations for each resource. The CIP process is intended to guide communities to make strategic decisions about resource allocation based on which populations and Cohorts are best served by each available resource.
- 6) Column H: Record relevant information pertaining to allowable costs for each resource. For example, shelter operating costs are an eligible expense for FEMA funding. CDBG-CV funds allow for up to three (3) months of rental assistance funding.
- 7) Column I: List allowable Project Types for each resource. For example, for ESG-CV funds, shelter, outreach, prevention, and Rapid Rehousing are all allowable Project Types. Consider Project Types outlined in the community's Rehousing Strategy when completing this step.
- 8) Column J: Document the responsible party that is the recipient or decision-making entity for each funding source. For example, this could be a city or county jurisdiction. In the case of non-financial sources, this could be a listing of service providers operating the given Project Type in the community.
- 9) Column K: Document the community's priorities around specific Project Types or populations for each resource. For example, communities may choose to prioritize emergency shelter and rapid rehousing costs with ESG-CV funds, and prioritize homelessness prevention with other funding streams. It is essential that community priorities be discussed and reviewed with the local planning group and identified stakeholders. Some communities may have already made local determinations for specific funding sources and that should be documented in this step. Determining local priorities for each resource will aid communities in developing their final CIP through the CIP Planning Matrix in Tab 4.

iv. Tab 4 – CIP Planning Matrix
<p>Purpose:</p> <p><i>The Coordinated Investment Plan Planning Matrix is a framework for communities to determine the most effective use of each resource. The CIP Planning Matrix supports the process of making decisions on funding allocations based on the available resources cataloged in the Resource Inventory, matched with the Cohorts, Project Types, and Project Costs developed and identified in the Rehousing Strategy and Project Type Description and Costs tabs. Communities will designate specific resources (or combinations of resources) to fund and support their identified needs across Cohorts and Project Types. The CIP Planning Matrix also provides the opportunity for communities to prioritize particular Cohorts and Project Types given gaps or unmet need.</i></p>
<p>Pre-populated Fields:</p> <p>1) Column A: From Tab 1 column B. 2) Column C: From Tab 1 column D. 3) Column D: From Tab 2 column P. 4) Column E: From Tab 1 column C.</p>
<p>Community Inputs:</p> <p>1) Column F: Record the number of households from specific subpopulations, if applicable. This number should be a subset of the total Number of Households Needing Intervention which is shown in Column E. For example, a community may record the number of veterans or persons living with HIV/AIDS who may be eligible for resources dedicated to this subpopulation in this column. 2) Column H: Consult with the local planning group and identified stakeholders to select and designate a funding priority for each Cohort and Household Type. Choose from the dropdown: “High,” “Medium,” “Low,” or “Deferred.” This step should inform allocation decisions given a potential limited resource environment. The community’s plans to address equity and historic disparities should be considered in making prioritization decisions. 3) Columns I-J: Select a resource (Column I) from the dropdown as “Resource #1” that will be used for the given Cohort and Household Type. Determine the number of households (Column J) that will be served by this resource. The number in Column J should be less than or equal to the number in Column E (the total number of households). This process should be informed by local considerations for specific cohorts and funding sources in each community. Decision-makers from each funding entity should be engaged as part of this coordinated planning process. Note: If the number entered into Column J exceeds the number of households or units required for that Cohort/Project Type, or if the Amount Allocated (Column K) requires a dollar amount higher than the funds available, the tool will display an error message. 4) Columns L-M and O-P: Repeat activities conducted in Columns I-J for “Resource #2” and “Resource #3,” as necessary. These sections allow communities to support a given Cohort and Project Type with up to three resources.</p> <p>NOTE: The sum of Columns J, M, and P should not exceed the number of households in Column E. If the number of households served by the selected resources is more or less than the total households in Column E, Column R will display the gap in “Number of Households Not Served” as well as the corresponding Funding Gap (Column S).</p>

i. Tab 5 – CIP Report
<p>Purpose:</p> <p>Compiles the funding decisions made for each project type in the CIP Planning Matrix into a consolidated report that displays information by Project Type and Household Type including the number of households served in each and any Resource Gap for the community.</p> <p>Note: There is no manual data entry required in the CIP Report. The CIP Report is the final roll-up report of the exercises communities have completed in Tabs 1-4.</p> <p>How to read the CIP Report:</p> <p>Column A: A list of all Project Type interventions for each specific Household Type developed in the Rehousing Strategy.</p> <p>Column B: The number of households served in each Project Type category per the inputs in Tab 4 – CIP Planning Matrix. Households may be served in more than one intervention.</p> <p>Columns C and D: The Resource Gap for both the number of households not served (not funded in the CIP Planning Matrix) and the corresponding remaining funding needed, based on the community’s per household cost for the Project Type and Household Type.</p> <p>Columns E-onward: Each resource identified in Tab 3 – Resource Inventory is displayed, with the corresponding dollar amount or unit/referral count as allocated the CIP Planning Matrix.</p> <p>Total Available Funds/Units row: Shows the total dollar amount of the funding source or units/referrals available for each resource.</p> <p>Total Funds/Units Allocated row: Shows the total dollar amount or units/referrals that have been allocated for each resource.</p> <p>Funds/Units Amount Remaining/Overcommitted: Shows the difference between the total dollar amount or units/referrals allocated and the overall amount or number available. Communities will be able to see here if they have overcommitted a resource.</p> <p>Total Households Served: Shows the total number of households expected to be served by each funding source. Households may be served by more than one Project Type funded by that source as a result total households are not deduplicated.</p> <p>Considerations for the CIP Report:</p> <p>1) Communities may use the CIP Report to identify additional resources or policy responses necessary in the community.</p> <p>2) Compare gaps to initial Cohorts in Tab 1 – Rehousing Strategy. Who isn’t being served or accounted for? How are disparities that may have been identified in performance data being addressed (or not?)</p> <p>3) Communities may use the CIP Report to build local support and buy-in and may establish the CIP as a local planning resource to guide ongoing decision-making around funding allocation.</p> <p>Next Steps after reviewing CIP Report:</p> <p>1) Refine Project Type models with providers to ensure implementation with fidelity to Rehousing Strategy.</p> <p>2) Develop referral processes to other resources.</p> <p>3) Identify long-term funding opportunities for new projects.</p> <p>4) Communities should plan to evaluate their CIP and develop data points and collection methodologies to understand if they are reaching their rehousing and equity goals.</p>
ii. Tab 6 – Notes
<p>Purpose:</p> <p>The Notes tab provides a template for communities to track potential program and system process and policy changes that may be required as part of developing a Rehousing Strategy. For example, communities may need to make adjustments to their Coordinated Entry policies as a result of new Project Types identified as part of the CIP process.</p>
iii. Tab 7 – Version Change Log
<p>Purpose:</p> <p>Documents updates to the RCIPT as improvements and corrections are made.</p>
Support for the RCIPT
<p>For technical questions related to the RCIPT submit a question to the COVID-19 Ask A Question portal. For non-technical questions about coordinated investment planning reach out to your TA coach or Regional Team point of contact.</p>



How are we helping
to make a change?



2020 Census

Service-Based Enumeration

The Service-Based Enumeration operation ensures that people without conventional housing and people who may be experiencing homelessness are counted in the census.

Through the Service-Based Enumeration operation, people who are not included in counts of traditional household-type living arrangements or other group quarters, are enumerated where they stay or receive services at service-based facilities or at pre-identified outdoor locations.

For the 2020 Census, the Service-Based Enumeration operation will be conducted across the United States, including in Puerto Rico, from March 30, 2020, to April 1, 2020.

Where Is Service-Based Enumeration Conducted?

In the Service-Based Enumeration operation, the Census Bureau counts people who receive services or stay at the following types of locations:

- **Emergency and transitional shelters** (with sleeping facilities) where people who may be experiencing homelessness stay overnight. These include shelters that operate on a first-come, first-serve basis, where people must leave in the morning and have no guaranteed bed for the next night; shelters where people know that they have a bed for a specified period, even if they leave the building every day; and shelters that provide temporary shelter during extremely cold weather. Examples include churches, missions, hotels and motels used to shelter people experiencing homelessness, and shelters for children who are runaways, neglected, or experiencing homelessness.
- **Soup kitchens** that provide meals, organized as food service lines or bag or box lunches, primarily to people who may be experiencing homelessness.
- **Regularly scheduled mobile food van stops** that provide meals at regularly scheduled stops that primarily serve people who may be experiencing homelessness.
- **Pre-identified non-sheltered outdoor locations** where people experiencing homelessness live without paying to stay at pre-identified outdoor locations.

How Does Service-Based Enumeration Work?

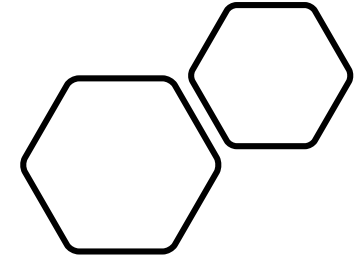
In Service-Based Enumeration, a Census Bureau representative conducts an in-person interview with each person who is served or staying at a given service-based location on Census Day. Each interview takes approximately 10 minutes.

Shelters may also choose paper response data collection as their enumeration method. In this case, a Census Bureau representative meets with the group quarters administrator to obtain a paper listing of census response data for each person who is served or staying at the facility on Census Day.

Please complete the linked survey

- ▶ https://docs.google.com/forms/d/e/1FAIpQLSdNizmdC1API_q6Z9xAOvKbi5ERCMFaRuFwO6bk_OplUKUS2Q/viewform?usp=sf_link





Census 2020 - Service-Based Enumeration

In Service-Based Enumeration, a Census Bureau representative conducts an in-person interview with each person who is served or staying at a given service-based location on Census Day. Each interview takes approximately 10 minutes.

However, Service Base enumeration has been delayed indefinitely due to COVID 19. To ensure we have a complete and accurate count of the most vulnerable in our community is going to take all of us working together.

Please fill out the survey so we can better support you during this critical effort.

Answer a few
easy
questions.

Name *

Your answer

Email *

Your answer

Organization *

Your answer

Phone Number

Your answer

How can your organization assist patrons in taking the 2020 Census while also practicing social distancing?

- ☐ Utilize HMIS data for participating providers
- ☐ Paper surveys available at provider location
- ☐ Outreach team for unsheltered homeless
- ☐ Designated phone available at provider location
- ☐ Dedicated internet accessible device at provider location
- ☐ Other: _____

Additional thoughts

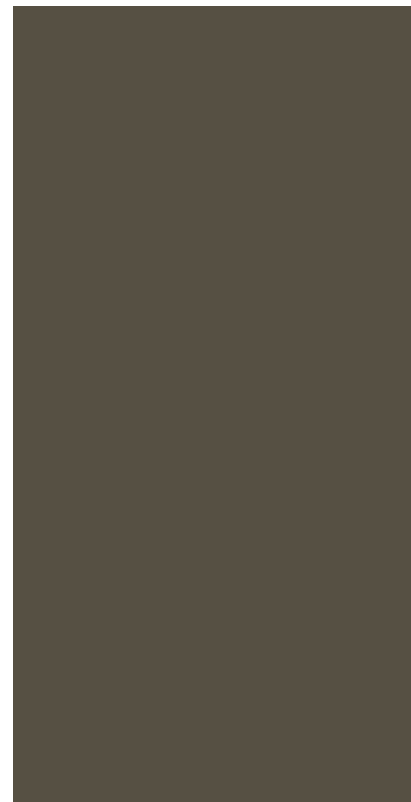
Check the appropriate boxes and add your thoughts.

Thank you for your help!

Submit

Never submit passwords through Google Fo

Submit your
responses.



Who is eligible to receive a stimulus check?

- **EIP Eligibility and General Information**

- Use tab to go to the next focusable element

- [Q1. Who is eligible? \(updated April 26, 2020\)](#)

-

- A1. U.S. citizens and U.S. resident aliens will receive the Economic Impact Payment of \$1,200 for individual or head of household filers, and \$2,400 for married filing jointly if they are not a dependent of another taxpayer and have a work eligible Social Security number with adjusted gross income up to:

- \$75,000 for individuals if their filing status was single or married filing separately

- \$112,500 for head of household filers and

- \$150,000 for married couples filing joint returns

- Taxpayers will receive a reduced payment if their AGI is between:

- \$75,000 and \$99,000 if their filing status was single or married filing separately

- 112,500 and \$136,500 for head of household

- \$150,000 and \$198,000 if their filing status was married filing jointly

- The amount of the reduced payment will be based upon the taxpayers specific adjusted gross income.

- Eligible retirees and recipients of Social Security retirement, survivor, or disability benefits (SSDI), Railroad Retirement benefits, Supplemental Security Income (SSI) and VA Compensation and Pension (C&P) will receive a payment.

- For eligible taxpayers who filed tax returns for 2019 or 2018, they receive the payments automatically.

- Those who don't usually file a tax return and receive Social Security retirement, survivor, or disability benefits (SSDI), Railroad Retirement benefits, Supplemental Security Income (SSI) and VA Compensation and Pension (C&P) also receive automatic payments of \$1,200. While some of these groups receive Forms 1099, many in this group don't typically file tax returns. Many people in these groups are expected to see the automatic \$1,200 payments later this month, with SSI and VA payments expected to start in May.

- For people who have little or no income and didn't file a tax return or don't receive any of the federal benefits listed above, they are also eligible for an Economic Impact Payment. They need to register with the Non-Filer tool on IRS.gov as soon as possible so they can receive a payment.

irs.gov



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Non-Filers: Enter Payment Info Here

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Announcements](#)

Do **NOT** use this tool if you will be filing a 2019 return. Using the tool instead of filing your 2019 return will slow down processing of your tax return and receiving any tax refund.

Non-Filers: Enter Payment Info Here is a free IRS tool that allows you to easily and quickly provide us the necessary 2019 information about yourself and any eligible spouse or qualifying children (Children under the age of 17 at the end of 2019). We will use this information to determine your eligibility and payment amount and send you an Economic Impact Payment. After providing this information, you won't need to take any additional action.

When should I use the Non-Filers: Enter Payment Info Here tool?

See our [scenarios for using the Non-Filers: Enter Payment Info Here tool](#).

Who is eligible for the Economic Impact Payment?

U.S. citizens, permanent residents and [qualifying resident aliens](#) who:

- Have a valid Social Security number,
- Could not be claimed as a dependent of another taxpayer, and
- Had adjusted gross income under certain limits.

Who will receive the Economic Impact Payment automatically without taking additional steps?

Most eligible U.S. taxpayers will [automatically receive](#) their Economic Impact Payments including:

- Individuals who filed a federal income tax for 2018 or 2019
- Those receiving Social Security retirement, disability (SSDI), survivor benefits
- Supplemental Security Income (SSI) recipients
- Recipients of Veterans Affairs Compensation and Pension (C&P) benefits
- Individuals who receive Railroad Retirement (RRB) benefits

Who should use Non-Filers: Enter Payment Info Here to provide additional information to receive the Economic Impact Payment?

We've provided English and Spanish options for you to enter your information. Clicking either button below will take you from the IRS site to one of our Free File Alliance partners. The sites are safe and secure.

[Enter your information](#)[Ingresa su información](#)

Information You will Need to Provide

- Full name, current mailing address and an email address
- Date of birth and valid Social Security number
- Bank account number, type and routing number, if you have one
- Identity Protection Personal Identification Number (IP PIN) you received
 - Taxpayers who previously have been issued an Identity Protection PIN can retrieve their numbers
- Driver's license or state-issued ID, if you have one
- For each qualifying child during 2019: name, Social Security number, relationship to you or your spouse

What to Expect

Follow these steps in order to provide your information:

- Create an account by providing your email address and phone number; and establishing a user ID and password.
- You will be directed to a screen where you will input your filing status (Single or Married filing jointly) and personal information.
- **Note:** Make sure you have a valid Social Security number for you (and your spouse if you were married at the end of 2019) unless you are filing “Married Filing Jointly” with a 2019 member of the military. Make sure you have a valid Social Security number or Adoption Taxpayer Identification Number for each dependent you want to claim for the Economic Impact Payment.
- Check the “box” if someone can claim you as a dependent or your spouse as a dependent.
- Complete your bank information (otherwise we will send you a check).
- You will be directed to another screen where you will enter personal information to verify yourself. Simply follow the instructions. You will need your driver’s license (or state-issued ID) information. If you don’t have one, leave it blank.

You will receive an e-mail from Customer Service at Free File Fillable Forms, a trusted IRS partner, that either acknowledges you have successfully submitted your information, or that tells you there is a problem and how to correct it. Free File Fillable forms





Agency Updates



Wrap up

What is our
collective
next step?

How can we
help each
other?



Announcements/Upcoming Events

Thursday, June 11, 2020 Landlord Meeting

Tuesday, July 7, 2020 Housing Navigator
and COVID-19 Response Meeting

Landlord WebEx Meeting June 11, 10AM

Meeting number (access code) 126 562 5025

Meeting Password: mkXfpMuu788 (65937688 from phones and video systems) Link is below

<https://meetingsamer21.webex.com/meetingsamer21/j.php?MTID=m6d9fbc74f9acdcf34b67311cdc263d32>

<https://www.irs.gov/coronavirus/economic-impact-payment-information-center>

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

https://www.hud.gov/program_offices/comm_planning/budget/fy20/?utm_source=HUD+Exchange+Mailing+List&utm_campaign=17abb0c3dd-FY+20+CPD+Program+Formula+Allocations+4-21-20&utm_medium=email&utm_term=0_f32b935a5f-17abb0c3dd-19580038

<https://files.hudexchange.info/course-content/covid-19-planning-response-for-homeless-assistance-providers-office-hours-april-17/COVID-19-Planning-and-Response-Office-Hours-April-17-2020-Slides.pdf>

Submit your questions to: CPDQuestionsAnswered@hud.gov

COVID-19 (“Coronavirus”) Information and Resources: <https://www.hud.gov/coronavirus>

CPD Program Guidance and Training: <https://www.hudexchange.info/program-support/>

Links to Resources and Information

www.irs.gov/coronavirus

<https://www.census.gov/content/dam/Census/library/factsheets/2020/dec/2020-census-operational-adjustments-short-version.pdf>

<https://www.npr.org/2020/04/01/825690923/how-the-epidemic-is-affecting-the-2020-census>

<https://www.citylab.com/equity/2020/03/coronavirus-census-bureau-san-francisco-pandemic-planning/607246/>

https://2020census.gov/content/dam/2020census/materials/partners/2020-01/2020_Census_Community_Benefits_Toolkit.pdf

www.my2020census.gov

<https://www.everyonecountsga.org/factsheets-and-print-material-1>

<https://www.facebook.com/columbus.plans/>

<https://2020census.gov/en.html>

2020 Census Operational Adjustments Due to COVID-19

The 2020 Census is underway and households across America are responding every day. In light of the COVID-19 outbreak, the U.S. Census Bureau has adjusted 2020 Census operations in order to:

- Protect the health and safety of Census Bureau employees and the American public.
- Implement guidance from federal, state, and local health authorities.
- Ensure a complete and accurate count of all communities.

The table below summarizes the adjustments to operations. Should any additional adjustment become necessary, the Census Bureau will promptly publish the change in an updated document.

STATUS OF CURRENT OPERATIONS

Activity/Operation	Planned Schedule	Adjustment	Revised Schedule
Self-Response Phase (online, phone, mail)	March 12–July 31	Extended	March 12–August 14
Update Leave	March 15–April 17	Delayed	March 29–May 1
Update Enumerate	March 16–April 30	Suspended and extended	March 16–May 14
Mobile Questionnaire Assistance	March 30–July 31	Delayed	April 13–August 14
Early Nonresponse Followup (NRFU)	April 9–July 31	Delayed	May 7–August 14
Nonresponse Followup (NRFU) and NRFU Reinterview	May 13–July 31	Delayed	May 28–August 14
Group Quarters Enumeration	April 2–June 5	Delayed	April 16–June 19
Service-Based Enumeration	March 30–April 1	Delayed	April 29–May 1
Census counts people experiencing homelessness outdoors	April 1	Delayed	May 1
Enumeration of Transitory Locations	April 9–May 4	Delayed	April 23–May 18
Deliver apportionment counts to the President	By December 31	On schedule	By December 31
Deliver redistricting counts to states	By April 1, 2021	On schedule	By April 1, 2021

Connect with us
@uscensusbureau

For more information:
2020CENSUS.GOV

D-FS-GP-EN-017 March 21, 2020

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2020



ECONOMIC IMPACT PAYMENTS

WHAT YOU NEED TO KNOW

\$1,200* FOR INDIVIDUALS

Eligible individuals with adjusted gross income up to **\$75,000** will automatically receive the full \$1,200 payment.



\$2,400* FOR MARRIED COUPLES



Eligible married couples filing a joint return with adjusted gross income up to **\$150,000** will automatically receive the full \$2,400 payment.

\$500* PER CHILD

Parents also get \$500 for each eligible child under 17.



AUTOMATIC PAYMENTS



Most taxpayers don't need to take any extra steps to receive a payment. The IRS will use information from a taxpayer's **2019 tax return** if they've filed it, or their 2018 tax return, if they haven't.

* Income and other limits apply.

LEARN MORE & STAY UPDATED
[www.IRS.gov/coronavirus](https://www.irs.gov/coronavirus)

www.irs.gov/coronavirus

**IRS is offering
coronavirus tax relief.
Check for frequent updates.**



www.irs.gov/coronavirus

**El IRS ofrece alivio tributario por el coronavirus.
Verifique las actualizaciones frecuentes.**



ECONOMIC IMPACT PAYMENTS



The vast majority of people do not need to take any action.
The IRS will calculate and automatically send the economic impact
payments to those eligible.



Anyone with a tax filing obligation who has not yet filed a tax return for 2018 or 2019 should file as soon as they can to receive an economic impact payment.

IF YOU STILL NEED TO FILE, USE:



e-File

Taxpayers and tax professionals are encouraged to file electronically.



Free File

Use IRS Free File if your adjusted gross income is \$69,000 or less.



Direct Deposit*

Combining direct deposit with electronic filing is the fastest way to receive your refund.

* The economic impact payment will be deposited directly into the same bank account reflected on the return filed.



www.irs.gov/coronavirus