

System Flow Cohort

January 2022 — All Group Call

Built
For
Zero.

COMMUNITY
SOLUTIONS



Your System Flow Coaches




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**Icebreaker: What's keeping your fire burning
right now?**

System Flow Theory of Change

**Prevent and divert
inflow into
homelessness**

**Today we're
working here!**

**Accelerate housing
placements with
creative solutions**

**Manage your BNL
for accuracy +
action**

Today, we'll focus on **innovations that can improve housing placement**, identify our communities **current progress toward a coordinated housing placement system**, and **define the next step to improve** our processes.

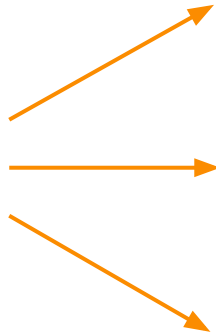
Coordinated Housing Navigation: Levels of Community Competency

Housing Navigation- A System problem

Housing Navigation is one of the largest challenges our communities are facing.

Challenges

- Housing systems are inherently rooted in segregation and racism
- Many of our neighbors have tenant screening barriers
- Funding does not always allow for creating incentivisation
- Housing stock challenges
- Limited tenant rights and protections



Goals

- Create systems that allow geographically diverse housing placements
- Entice landlords
- Tenant screening flexibility
- Collaborate with housing entities
- Empower neighbors and educate on tenant rights

Working towards Centralized Housing

Uncentralized Housing Navigation

- Each organization is individually doing housing navigation
- Lack of consistency amongst property outreach and incentivization
- Natural competition for housing stock

Centralized Community Approach

- Each organization is individually doing housing navigation
- Coordination and consistency of property outreach and incentivisation
- Committee or collaboration amongst housing navigators

Centralized Access to Housing

- Centralized resource of housing vacancies in the community
- Property incentivization funding available to all organizations
- Community strategized housing placements based on housing barriers

Improving Competencies & Accelerating Placements

Uncentralized Community

- Create community amongst housing navigators
- Implement community-wide interventions
- Identify discrepancies in organizational funding

Centralized Community Approach

- Establish a committed Community Housing committee/ team
- Community accountability
- Identify opportunities for funding to address gaps

Centralized Access to Housing

Poll

Examples of the Centralized Housing journey

Uncentralized Community

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Centralized Community Approach

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Centralized Access to Housing

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Metro-Nashville Housing Navigation Interventions

- 1. Cover Letter**
- 2. Free tenant-screenings prior to housing application**
- 3. Fair Housing Letter**
- 4. Exploring centralized Landlord Engagement**

Cover Letters for Housing Applications

The **Metro-Nashville** team designed a **universal cover letter template on behalf of applicants experiencing homelessness.**

The project launched after feedback from property companies requested **an expedited method** to alert their compliance office to use wider flexibility when assessing approvals.



Cover Letter

Summarize the household makeup and clearly outline how the rent will be paid: HCV, RRH, client income, etc.

Alert the leasing office of client background prior to screening. Advocate and provide any relevant context.

Outline sources of payment, service received, and contact information.

Low Barrier Housing Collective Cover Letter

Applicant Name:
Service Provider:
Household Size: Size & # of BRs
Subsidy Type: Housing Choice Voucher Emergency Housing Voucher Veteran Affairs Supportive Housing
 Shelter Plus Care Rapid Rehousing None

Income Amount/Source:

Personal Narrative:

Summary of individual's circumstances related to housing (i.e., criminal background, past evictions, employment, etc.)

Predicted Sign On Bonus: New Member \$2000 Current Member \$500
 EHV \$1000-\$2000

Outline of Payment Sources

Rent	Security Deposit	Admin Fees (if applicable)	Utility Deposit
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

All clients applying through the LBHC have access to Landlord Guarantee Mitigation Funds. Visit lowbarrierhousingcollective.org for more info.

Services Received:

(i.e., housing stability supports, case management, etc.)

Contact Information

Case Worker/Housing Navigator: Name & Email

Landlord/Housing Coordinator: Name & Email

Applicant: Email & Phone

Metro Homeless Impact Division Landlord Mediation Line: 615-800-0195

The information provided in this cover letter is not meant to be exhaustive or comprehensive. The property/landlord is still responsible for any required background checks. This cover letter may provide context to potential events, but does not guarantee mention of all information found in a background check. The outlined financials and services may be subject to change upon communication from the case worker.

Tenant Screening Prior to Housing Navigation

Nashville finalized a contract between our **PHA** and **Yardi Property Management Software** in **2022**.

Yardi donated **2,000 free-tenant screenings** for people transitioning out of literal homelessness.

Screenings allow HN's to address barriers prior to applying with landlords.



Fair Housing Letter

Landlords and property owners often misunderstand Fair Housing Laws in relation to people experiencing homelessness.

Have you heard: “I wish I could make an exception, but if I do that for your client, I’d have to do it for every applicant”?



Fair Housing Letter

“The FHA prohibits discrimination in housing on the basis of seven protected classes: race, color, religion, national origin, sex (which includes gender identity & sexual orientation), familial status, and disability. **One’s status as housed or unhoused is not a protected class contemplated by the FHA.”**

Excerpt from Tennessee Fair Housing Council’s Letter to Metro Homeless Impact Division, 2022

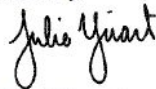
Fair Housing Letter

While the FHA does not specifically protect homeless or non-homeless people, the FHA does protect people with disabilities. In fact, the FHA requires landlords make reasonable accommodations “in rules, policies, practices, or services, when such accommodations may be necessary to afford such [disabled] persons equal opportunity to use and enjoy a dwelling.” 42 U.S.C. § 3604(f)(3)(B).

According to a 2018 United States Interagency Council on Homelessness report, “people with disabilities are disproportionately represented among all people experiencing homelessness...”¹ While Americans experience disabilities at a rate of 24%, people in permanent supportive housing for individuals who experience chronic homelessness experience disabilities at a rate of 74%.² In some cases, it may be necessary for housing providers, as a reasonable accommodation, to assess the qualifications of a homeless person with a criminal record, as a result of a disability, differently than one might assess someone with a criminal record who does not have a disability.

Please feel free to contact us if you have any further questions.

Sincerely,



Julie Yriart, Attorney at Law
Interim Executive Director

¹ United States Interagency Council on Homelessness, *Homelessness in America: Focus on Chronic Homelessness Among People with Disabilities*, available at https://www.usich.gov/resources/uploads/asset_library/Homelessness-in-America-Focus-on-chronic.pdf (August 2018)

² *Id.*

The letter acknowledges the disproportionate representation of disabilities among people experiencing homelessness.

Centralized Landlord Engagement

Metro-Nashville launched the “**Low Barrier Housing Collective**” in August of 2021 as a one-stop-shop for engaging private market landlords and expediting the housing navigation process.



Highlights of the LBHC

Centralized Landlord Engagement

The Crisis: Many experiencing homelessness face barriers (beyond income) when accessing permanent housing, further restricting the already small pool of affordable rental options.

The Solution: Landlords and property owners willing to modify tenant screening criteria to significantly increase the stock of options for people transitioning out of homelessness.

-Minimum requirement: rental history & credit will not be grounds for denial.

Membership Model: Recruit housing partners into LBHC membership while creating a community-level inventory. Re-routes landlord engagement to the client's unhoused status rather than exclusivity with a particular organization.

Build an Incentive Package: Combine existing funds into one package, funneling housing partners through a dynamic onboarding process. LBHC offers: sign on bonuses, mitigation funds, mediation, and community events.

September 2021 - January 2022

Increased low barrier housing options in Nashville



**Increase in Low Barrier
Housing Stock**



**New property partners (an
increase from 70 prior to
LBHC launch to 104).**



**Service Provider Users of the
LBHC Inventory**

Breakout Groups

Thinking about what you just heard and how you answered the poll you're invited to enter the breakout room that you think most align with your community?

Breakroom 1: Uncentralized

Breakout 2: Centralized approach

Breakout 3: Centralized access

Prompt: What's a next step you can take to move you forward?

Next Steps

- Update your Length of Stay (LoS) data in your System Flow Workbook
- Move forward on the test of change you added to your *Change Journal*
- Catch up on data reporting!
 - Email bfzdatasupport@community.solutions for support