Rental and Mortgage Assistance Program Update, Needs and Forecast

Housing and Homelessness Solutions

June 22, 2020

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Overview

- Background
- Program Process
- Staffing
- Department Collaboration
- Performance
- Performance Challenges
- Funding
- Forecast
- Timeline
- Discussion

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Background

- Prior to COVID 19: The Office of Community Care operated a Rental Assistance Program.

- Short Term Mortgage and Rental Assistance program a collaboration between HOU and OCC launched May 4,2020

- $13.7M was committed to the efforts – reallocation and stimulus funds
  - $5.6M - OHS
  - $3.5M - OCC
  - $4.5M - Housing

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Program Process

- Department Coordination
  - Centralized intake through virtual call center
  - Supporting information collection and eligibility review using support staff

- Program Application
  - Applicants receive an email contact 1-2 days prior to receiving a call
    - Applicants contacted 3 times; they leave a message when able saying when they will call back
  - Application is a PDF form

- Applicant Tracking
  - OCC – HOU using 1 spreadsheet to track all applicants through the process

- Eligibility Review Process
  - Support staff & OCC, HOU staff
  - Trainings, Trainings, Trainings

- Housing Quality Inspection
  - GIS Dispatch

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Program Process

- CDBG Rental Assistance Subrecipient Program

- $1M awarded to three entities
  - Jubilee Park & Community Center
  - Human Rights Initiative of North Texas
  - United Way of Metropolitan Dallas
    - Collaboration

- At least 200 people served to date
  - Assuming full $1,500 for 3 months for every applicant

- Future allocation may go to non-profits

- Dashboard
  - Highlight performance
  - Provide insight into who has been served

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Staffing

- Housing and Community Care deployed 27 staff from within and ~130 staff from other departments to launch the program including:

Office of Budget **Library Services** **City Auditor's Office** **Community Courts** **Business Diversity** **Parks & Recreation**	**Code Compliance** **Office of Cultural Affairs** **City Manager's Office** **Parking Enforcement** **311**

- HOU - 3 staff being hired to manage program long-term
- OCC - 8 staff being hired (2 vacancies, 1 new and 5 temporary)

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Department Collaboration

- Several departments and entities worked together to standup the programs
  - AT&T
  - Office of Budget
  - Information & Technology Services
  - Office of Strategic Partnerships and Government Affairs
  - Office of the City Auditor
  - Office of Welcoming Communities and Immigrant Affairs
  - Dallas Public Library
  - Public Affairs and Outreach
  - Procurement Services

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Performance

STEP 1 - Pre-screening survey	
Total Pre-Screening Surveys	13,336
Total applicants determined ineligible based on their answers while taking the pre-screening survey	3,224
Total applicants eligible for Step 2, document collection	10,112

STEP 2 - supporting information collection and review - program determination	
Total follow-up calls assigned Step 2	3,748
Total applicants determined ineligible at step 2	1,474
Not in City	461
Not Responsive	551
Over Income	32
Incomplete Supporting Item	166
Employee or Family of COD	1
Not affected by COVID-19	37
HOPWA Ineligible	94
Opted Out	132

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Performance

STEP 3 - Client Management - program verification, inspections, vendor registration	
Total applicants assigned to CDBG	267
Total applicants assigned to ESG	53
Total applicants assigned to HOME TBRA	97
Total applicants assigned to HOPWA	275
Total Inspections (ESG, HOME)	48

STEP 4 - Payment	
Total Dollars Committed	$ 1,247,486.23
Total CDBG	$ 1,105,579.95
Total ESG	$ 26,671.96
Total HOME TBRA	$ 54,976.33
Total HOPWA	$ 60,257.99
Total Households Received Assistance	86
Total CDBG	30
Total ESG	8
Total HOME TBRA	15
Total HOPWA	33

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Performance

	Applied	Served	CDBG	ESG	HOME TBRA
Asian	3.1%	2.2%	0.0%	0%	7.1%
Black or African American	56.3%	50.0%	46.2%	100%	35.7%
White or Caucasian	31.8%	43.5%	50.0%	0%	50.0%
Other Race/Two or More Races	8.9%	4.3%	3.8%	0%	7.1%
Hispanic	21.2%	13.2%	9.1%	0.0%	25.0%
Average Age of Applicant	46	37	39	32	36
Applicants over 65	12.0%	2.1%	0.0%	0.0%	6.7%
0-30% AMI	64.9%	42.3%	24.1%	87.5%	57.1%
31-50% AMI	26.0%	38.5%	44.8%	12.5%	35.7%
51-80% AMI	7.9%	19.2%	31.0%	0.0%	7.1%
81%+ AMI	1.1%	0.0%	0.0%	0.0%	0.0%
Male	32.3%	23.4%	23.1%	16.7%	26.7%
Female	67.7%	76.6%	76.9%	83.3%	73.3%
Rent	88%	89%	81%	100%	100%
Own	12%	11%	19%	0%	0%

Percent of approved per council district					
	Applied	Served	CDBG	ESG	HOME TBRA
1	4%	4%	7%	0%	0%
2	12%	18%	17%	0%	27%
3	7%	6%	0%	17%	13%
4	6%	2%	3%	0%	0%
5	3%	0%	0%	0%	0%
6	5%	6%	10%	0%	0%
7	8%	4%	3%	17%	0%
8	7%	8%	7%	33%	0%
9	4%	10%	3%	17%	20%
10	11%	4%	7%	0%	0%
11	9%	10%	7%	0%	20%
12	9%	4%	3%	17%	0%
13	5%	2%	3%	0%	0%
14	10%	24%	28%	0%	20%

This data is updated as applicant data is entered into the system. The percent of who has applied and who we have served changes with each application approved for assistance.

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Performance Challenges

- Stay at Home Order
  - Case Management / Case Work is typically face-to-face but has not been
  - Supporting Information collection – all digital – many people not used to this

- Supporting Information outreach
  - Many items require time to produce / gather / digitize
  - Inaccuracies – supporting information must be verified and deemed valid to proceed
  - Staff must also verify that applicant lives in the City of Dallas
  - Staff attempts to make contact three times before moving to next applicant

- Staffing
  - Program is intense – relies on humans to review supporting information
  - This takes time – must ensure accuracy in review and eligibility determinization

- OCC / HOU joint program launch
  - Central intake – been a goal for years
  - Shared staff management responsibility
  - Individual program responsibilities and compliance for OCC and HOU
  - Maintain documentation managing evolving processes for waivers and HUD expectations

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Funding

	COVID-19 Housing Assistance Program		
	Homeless Solutions	**Community Cares**	**Housing**
	Housing Homeless	**At Risk of Homelessness**	**At risk of eviction or foreclosure**
	Homeless (ESG) 0-80% AMI (HOPWA)	0-30% AMI (ESG) 0-50% (ESG Stimulus) 0-80% AMI (HOPWA)	0-80% AMI (CDBG)
CDBG FY20			$2,384,841
HOME TBRA	$392,432	$1,207,568	
ESG	$878,680	$172,406	
HOPWA FY20	$684,568	$1,140,000	
CDBG Stimulus			$2,119,842
ESG Stimulus	$3,507,943	$600,000	
HOPWA Stimulus	$225,000	$400,000	
Total	**$5,688,623**	**$3,519,974**	**$4,504,683**
			$13,713,280

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Forecast

- The City of Dallas continues to urge Congress to release additional funds so that the city may assist additional residents in need. As of now, there is no scheduled date yet for Congress to vote on the availability of additional funds

  - ~10,000 people applied in 2 days
  - ~1,500 will be served by current CDBG, ESG, HOME allocation
  - ~2,500 will not be eligible based on current requirements
  - ~6,000 may still be eligible for funding but not currently served

- OCC – HOU staff recognizes a potentially greater need due to evictions moratorium lifted

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Forecast

- Scenario 1 – to serve 6000 current applicants
  - For 3 months at $1,500 a month, additional need = $28M
  - For 6 months at $1,500 a month, additional need = $55M

- Scenario 2 – 222 households served with $1M
  - $1,500 a month for 3 Months

- Scenario 3 – 444 households served with $2M
  - $1,500 a month for 3 Months

- Scenario 4 – 665 households served with $3M
  - $1,500 a month for 3 Months

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Forecast

- OCC – HOU Consulted with other cities and best practices in executing similar programs to inform our process changes

- HOU – expects to outsource additional funding to non-profit providers capable to of expediting payments for rental assistance

- Process evolution
  - Will use mapping to look at applicant's vs approved for assistance to see the distribution based on a first come first serve model
    - May switch to lottery system
  - Edit pre-screening survey to aid in determining eligibility and build a system to submit supporting information during pre-screening process

- Dallas County is offering rental assistance for non-City of Dallas residents who live in Dallas County

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Timeline

- April 22, 2020: City Council adopted the program
- May 4, 2020: Staff launched program and RFA and began receiving applications
- Week of May 18th – First applicants served
- June 1, 2020 - Agreements executed for Non-profit rental assistance providers
- June 22, 2020 – Human Rights Initiative of North Texas launches program
- June 22, 2020 – Dashboards on a weekly basis
- June 24, 2020 – United Way of Metropolitan Dallas launches program
- June – Jubilee Park & Community Center has begun outreach and applications through their partnership with Seeds of Hope
  - July 1 – Jubilee to increase marketing to areas of service
- August 24, 2020 - HHS Briefing on progress to date

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Discussion

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