



Housing Navigator and COVID-19 Response Meeting

12/1/2020



Agenda

- ▶ Landlord Engagement
 - Louie Robinson
 - Michele Zack, Property Manager,
Waverly Terrace, Pinnacle Properties
 - Lynn Sanders, Occupancy Specialist Lead,
Phenix City Housing Authority
 - Renee Berklin and Angela Suggs
Housing Authority of Columbus, GA
- ▶ Case Managers as Advocates for Clients
 - Lindsey Reis, Hope Harbour
- ▶ Finding Information in Client Files
- ▶ 211 Forms online
- ▶ MTW Updates
- ▶ Agency Updates
- ▶ Wrap Up
- ▶ Announcements/Upcoming events
- ▶ Resources and Links


Landlord Engagement

Louie Robinson



Michele Zack, Property Manager,
Waverly Terrace, Pinnacle
Properties





Where Do I
Start?

- Credible internet searches
 - Apartments.com
 - Rent.com
 - Apartmentlist.com
 - Apartmentfinder.com
 - Local Real Estate Offices – Property Management Division
 - Georgiahousingsearch.org
- Use Caution with Social Media Sites:
 - Craigslist – known for scammers
 - Facebook
 - Caution clients to not put money down for housing they have not seen in person.

Income Based Housing

- **Income-based** rent is set so that an eligible household would pay no more than 30% of their adjusted **income** toward **housing** costs, including utilities, each month. Unlike units with flat rents, the amount a household contributes towards **housing** costs may fluctuate with changes to household **income**, size, or circumstances.

To be approved for **income-based housing**, a household's **gross annual income** generally must be below 50 or 60 percent of the median **income** of the area where you're looking.

Questions to ask Potential Landlords

- Do they have housing available?
 - If not, is there a waiting list (usually pertains to apartment communities)
 - How long is the waiting list?
 - Do they accept Section 8 Vouchers?
 - If not, would they be willing to consider?
-
- What are the Requirements to rent from you?
 - Credit Check, Background Check?
 - What would disqualify someone?
 - Application fees, administrative fees, key deposits?
 - Turn around time for application approval/denial.
 - What documentation is needed for application?
 - Monthly Rent Amount? What is the Security Deposit Amount?
 - What is included with monthly rent?

Hit a Roadblock?

Reach out to the
CoC Board for help





Lynn
Sanders,
Occupancy
Specialist
Lead,
Phenix City
Housing
Authority



Renee
Berklin and
Angela Suggs
Housing
Authority of
Columbus,
GA

The Housing Authority of Columbus HAPP/Section 8

1180 Martin Luther King Jr. Blvd.

Columbus, Georgia 31906

GENERAL GUIDELINE FOR INSPECTIONS

09/18~~20~~20

WELCOME

The HAPP/ Section 8 Department of the Columbus Housing Authority is providing information to assist you in having your unit comply with the Housing Quality Standards (HQS). We could not cover every possible condition in this summary, but if you are unsure about a situation or condition, please contact our inspection staff at: 706-571-2873:

Angela Suggs • Ext 2833 asuggs@columbushousing.org

Angel Reynolds • Ext 2875 areynolds@columbushousing.org

Marcus Johnson - Ext 2874 mjohnson@columbushousing.org

Mon.-Fri. 7:30 AM to 4:30 PM

Lunch 12:00 PM - 1:00 PM

CONTENTS

There are three principle areas to be covered in this booklet:

*INTERIOR ROOM REQUIREMENTS

(Electrical, Door, Windows, Burglar Bars, Storage & Preparations, General Plumbing, Bathroom Ventilation & Bedrooms)

*MECHANICAL SYSTEM

(Heaters, Water Heaters, Electrical Panels, & Smoke Alarms)

*EXTERIOR REQUIREMENTS

(Unit Exterior, Site Conditions, & Infestation)

INTERIOR ROOM REQUIREMENTS

Electrical

- All rooms except the bathroom must have at least 2 wall outlets (they must not be located on the same wall) or one permanent light fixture and one wall outlet.
- All light fixtures must have a cover or a globe. If it is a ceramic fixture, it must have a clip-on shade.
- All electrical covers must be in place and show good condition.
- All exposed electrical wires must be covered in conduit, EMP (electrical metal pipe), or wall molding.
- * All three prong outlets must be properly wired and grounded.
- All light fixtures must have bulbs installed in each open socket.

Doors

- All doors must operate freely, without visible deterioration and must latch into strike plate on door frame (jamb).
- All needed hardware must be present and in good working condition.
- An interior hollow core door shall not be used for an exterior door.
- Exterior doors must be completely weather sealed and have approved locking device.
- May not have double keyed dead bolt locks on any exit doors to include security doors/window bars

Windows

- Every window in unit must operate as designed, with all necessary hardware (including locks) and be free from deterioration and cracks.

Burglar Bars

- Bars are permitted when installed with this safety restriction: at least one window in a room used for sleeping this includes the living room must allow entry and exit in case of a fire (swing out bars or thumb turn locks).

Screens

- Window screens will be a tenant preference if central a/c is provided. However, if screens are present, they must be in good condition. Screen material stapled or nailed to a window is not acceptable. If there is window unit a/c or no a/c screens ARE required on all windows designed to open and exterior doors must have properly operating screen doors.

Walls/Ceiling's

- * All interior surfaces must be free from cracking, flaking, peeling, buckling, rotting, or other deterioration (all baseboards and trim must be in place).
- * For initial inspections (new move in's) all surfaces are to be freshly painted or be without blemishes or defects.

Flooring

- The entire floor system must be in good condition. Floor coverings in all interior rooms must be properly installed and in good condition, free from damage, excessive wear, stains or soil.
- Kitchen and bathroom must have water resistant flooring. Indoor/outdoor carpet is not acceptable.

Kitchen

- The kitchen must have properly working stove/microwave and refrigerator that are free from deterioration, rust, mechanical defects, missing parts, etc.

Food Storage and Preparation

- * Sufficient storage and counter space shall be provided to store and prepare food. It shall be cleaned or painted, and all defects and holes repaired

Faucets/Sinks/Tubs/Toilets/General Plumbing

- * All fixtures must be properly installed, have sufficient water pressure, operate properly and without leaks.
- Fixtures shall not have cracks, chips, worn or missing parts
- All worn or cracked toilet seats and tanks lids shall be replaced, they must fit properly.

Bathroom

- Each bathroom must have proper ventilation. An operable window or an electric exhaust fan is required.
- * Shower Rods, towel bars and toilet paper holders are required.

Bedroom Qualifications

- * A bedroom is defined as a room with 70 square feet or larger, located off a common area (hall, kitchen, den, living room).
- It must have a constructed closet with at least 4 square feet of space and a rod for hanging clothes, no door is required.
- All bedrooms must have a door that meets door requirements and must afford **absolute privacy** to the occupant(s). Connecting rooms without a common area access are considered sleeping areas and will affect the unit's bedroom size rating.
- * All bedrooms must allow natural sun light to come through the room. (window that opens, picture window or a sky light).

MECHANICAL SYSTEMS

Heaters

- A permanent primary heating device must be properly installed, capable of sufficiently heating the **entire** unit during minimum winter conditions to at least 65 degrees F. It must operate safely, without defects or missing parts.
- Un-vented gas burning heaters and portable fuel burning heaters are **NOT** acceptable.
- A space heater is not acceptable as the primary source of heat

Water Heaters

- Must be in good condition, properly located and installed according to the latest codes and ordinances established.
- A temperature and pressure relief valve must be present and a 3/4 inch drain line from the pressure relief valve to the exterior of the home, apartment, etc and the ground.
- All gas water heaters located in living areas such as a living room, bathroom, kitchen, bedroom, or a common hallway shall have a barrier around the unit that extends at least 6" above the top of the heater.

Electrical Panel

- All breakers or fuses required shall be present and in good condition, free from any damage or defects and capable of supplying adequate service for anticipated load.
- No spaces can be left open in the electrical panel. A cover plate must be over spaces.

Alarms

- A properly working battery operated smoke alarm must be present and located near each sleeping area(s) and on each floor (story).
- If there is gas a properly working battery operated carbon monoxide detector must be present and located near each sleeping area(s) and on each floor (story),

EXTERIOR REQUIREMENTS

EXTERIOR

- Street number shall be located on the unit, near the entrance and be visible from the street.
- Exterior of the structure(s) including detached storage building and garages shall be free from all visible defects, peeling, flaking, cracking, rotting or missing components.
- * Handrails are required on 4 or more steps (risers), this means if you pick your feet up 4 or more times a handrail down on side will be required.
- A safety rail is required on any porch, retaining wall, or drop off over 30 inches high.
- Baluster spacing shall be no more than 4 inches on railing 36 inches or higher above ground level.

Site Conditions

- Yards and premises shall be routinely maintained and free from excessive growth or various trash, rubbish, disabled vehicles, old appliances, etc.

Infestation

- The property owner is responsible for pest control prior to occupancy and should consult the lease agreement for responsibility during occupancy.

The following are considered life threatening conditions and will be 24-hour emergencies except on initials (new move-ins)

- * Any condition that jeopardizes the security of the unit.
- * Major plumbing leaks or flooding, waterlogged ceiling or floor in imminent danger of falling.
- * Natural, LP gas or fuel oil leaks or fumes.
- Any electrical problem or condition that could result in shock or fire.
- * Absence of a working heating system when outside temperature is below 45 degrees Fahrenheit.
- Conditions that present the imminent possibility of injury.
- Obstacles that prevent safe entrance or exit from the unit.
- Inoperable or missing smoke detectors or carbon monoxide detectors.

<<<< REMINDER >>>>

ALL UTILITIES (Power, Water & Gas)

MUST BE ON BEFORE ANY INSPECTION CAN BE PERFORMED.

Before HAPP payments can begin:

1. The unit must pass HQS inspections.
2. The rent for the unit must be established between the owner/manager and the agency, we must be able to justify the rent by finding 3 similar units in the same area that rent for at least the amount proposed.
3. The resident must occupy the unit on or after the inspection complies.

Thank you for supporting the HAPP Program

Case Managers as Advocates for Our Clients

Lindsey Reis, Hope Harbour



Case Management

- Case management should be about communication – explain what your program is helping with, explain expectations of the program and of the client. Let the client know what they can expect from you as a case manager.
- Develop a relationship with the client so that they will trust you and talk to you about what they need.
- Case management should be driven by the needs of the client
- It needs to be about what their needs are and what they want to do.
- Look at the barriers that they have and what needs to be done to remove as many of these as possible
- Set goals with the client – not things that you as the case manager want them to do but what they want to do. The goals can be big or small!!! Work alongside the client as a partner and collaborator
- Provide the resources that they need to meet those goals, sometime it is easier to work on some of the smaller ones first so that the clients can feel accomplished.
- All of this needs to be flexible – things change with all of our lives. You also have to have grace with the clients.

General Case Management Practice

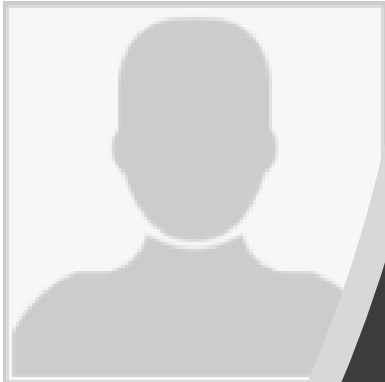
- Home visits must be done at least once a month – this allows you to see what is actually happening in the home and it also allows you the opportunity to address issues before they turn into big problems. Review the goals that were set with the client see if they have made progress, if there are any setbacks any changes etc.
- Phone calls with the client once or twice a month – just to touch base and see what is going on see if they have any needs. Review goals, follow-up on referrals that were made on the clients behalf (did they make their appointment, how did it go, is there anything that they need from you).
- Document all of the contacts you have had or attempted to have. The documentation should allow your reader to be able to look at your case notes and pick right up where you left off. If you can't reach a client document date and time that you called/visited – if you left a message etc.

Landlord Engagement

- Develop relationships with different landlords – explain your program and your interactions with the clients. Explain what your responsibilities are and what the landlords can expect from you as a case manager.
- Pay attention to what the landlord needs, make sure that they have everything that they need from you as a case manager and that they have everything that they need from the client.
- Let the landlord know that if there are issues or problems that you are there to work with them and help solve those issues.
- Pay them on time, be consistent and do what you tell the landlord you are going to do.
- Keep communication open between you and the landlord – try to make their job as easy as possible so that they will rent other units to your clients and so that they will let you know when they have available units.

- Find Client
- Intake
- Profile
 - Profile
 - Client Photo
 - Release of Information
 - Document Check
 - Client Files
 - Interested Others
 - Insurance
 - Paused Workflows
- Common Assessments
- Other Assessments
- Enrollment and Services

Ben Standing's Information



Ben's Enrollment

Finding
information in
Client Files

All

FIND CLIENT
the active workspace (Ctrl + Up Arrow)

2 results found.

Full Name	SSN	Birth Date ▲	Home Phone ▲	City ▲	Client ID
Ben Standing	XXX-XX-2020	07/20/1958	706-555-6565		
Ben Standing	XXX-XX-7470	07/20/1958			

Suppose you need to verify a client's phone number.

The screenshot shows the ClientTrack web application interface. At the top, the browser address bar displays the URL `usw.clienttrack.net/19/MainPage.aspx?Inline=top`. The application header includes the ClientTrack logo, a 'Clients' tab, a search bar with the text 'ben sta', and a search icon. A notification banner for 'Homeless Resource Network Training' dated 7/20/1958 is visible. Below the header, the breadcrumb trail shows 'Ben Standing's Dashboard'. The main content area is titled 'Ben Standing's Information' and contains a profile card for Ben Standing. The profile card includes a placeholder for a profile picture and the following information:

Name:	Standing, Ben
Gender:	Male
Ethnicity:	Non-Hispanic/Latino

A red circle highlights the 'Show the Menu' button (represented by a hamburger icon) in the top left corner of the application.

Click on the “Show the Menu” button.

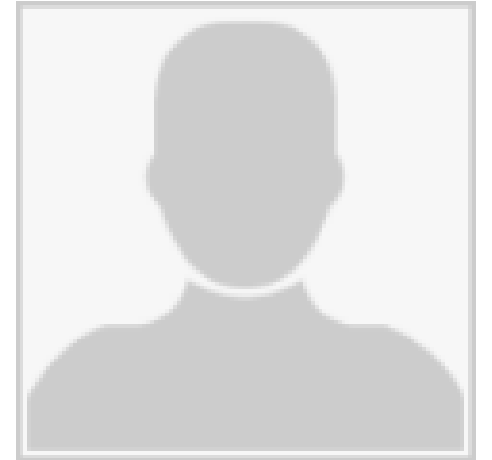
Select the
“Client
Files”
option.

Profile

- Profile
- Client Photo
- Release of Information
- Document Check
- Client Files**
- Interested Others
- Insurance
- Paused Workflows

Common Assessments

Ben Standing's Information



Ben's Enrollments

Enrollment Description ▲

ClientTrack® Clients All ben sta








Standing, Ben
7/20/1958

GENDER Male

Documents or other files may be stored electronically by uploading them here.

Display: [Icons](#) [Grid](#)

7 results found.

Preview	Document Name	Created Date
	MTW application packe...	11/17/2020 1:35PM
	Letter of homelessness...	11/17/2020 8:38AM
	Ben Standing's SS card...	11/17/2020 8:37AM
	Ben Standing's Driver's ...	11/17/2020 8:37AM
	Ben Standing's Birth Ce...	11/17/2020 8:36AM
	Background check Ben ...	11/17/2020 8:36AM
	CES	04/30/2020 8:36AM

All uploaded files related to the client will be displayed.

ClientTrack® Clients All ben sta








Standing, Ben
7/20/1958

GENDER Male

Documents or other files may be stored electronically by uploading them here.

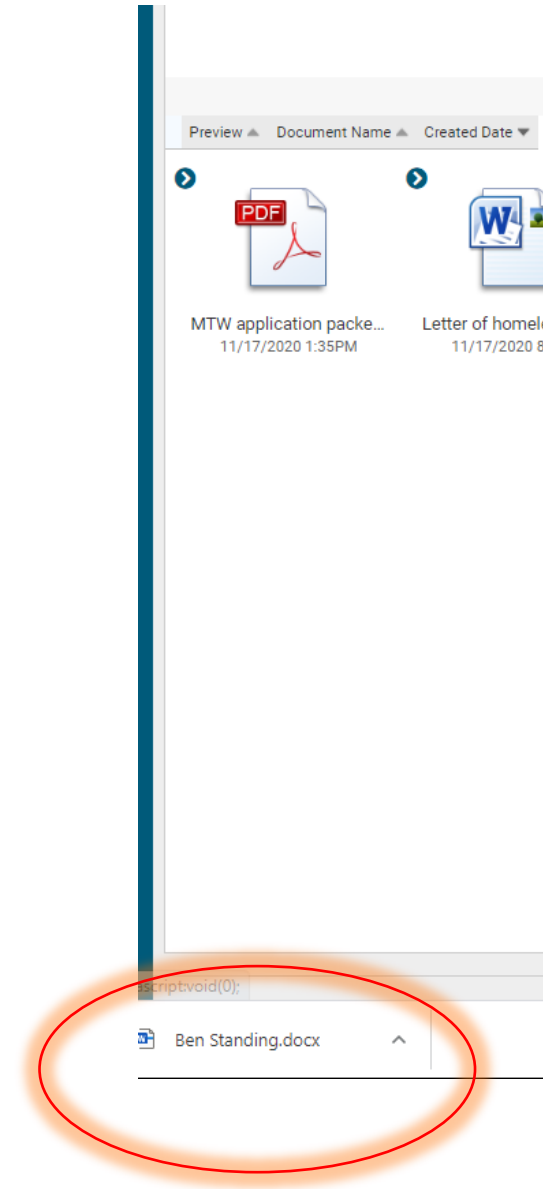
Display: [Icons](#) [Grid](#)

7 results found.

Preview	Document Name	Created Date
	MTW application packe...	11/17/2020 1:35PM
	Letter of homelessness...	11/17/2020 8:38AM
	Ben Standing's SS card....	11/17/2020 8:37AM
	Ben Standing's Driver's ...	11/17/2020 8:37AM
	Ben Standing's Birth Ce...	11/17/2020 8:36AM
	Background check Ben ...	11/17/2020 8:36AM
	CES	04/30/2020 8:36AM

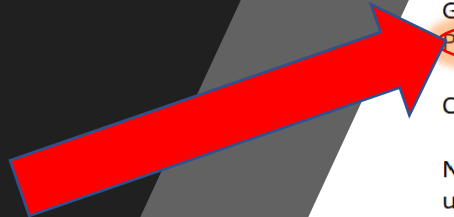
Click once on the file you want to open. To find the phone number, select the “CES” file.

The
downloaded file
will appear at
the bottom of
the screen.
Click it once.



The "CES" will look similar to this.

The phone number will be here.



CLIENT ID: 79107429
Ben Standing
Homeless
Columbus, GA 31901
County: Muscogee
Permission to Release Information on file? Yes on 04/24/2020 by UWCV
Gender: M Birthdate: 07/20/1958 Age: 61 SSN: 334-29-7470
Phone: 706 555 6565 Number in Household: 1 Head of Household: Yes

CLIENT MARKERS: Homeless Coordinated Entry

NOTES: 4/24/2020 5:05:43 PM - Gallups, Terry Mr. Standing is a single black, non-Hispanic, heterosexual unaccompanied male. He is not a veteran. His phone number is 706 555 6565 and he can be reached there anytime. He claims alcohol abuse, chronic health issues and physical disabilities. The client has been staying in an abandon house for the last 2 months. He claims his homelessness started on 11/03/16 and that he has been homeless 1 time in the last 3 years. He has no medical insurance and no income. He does receive \$194/mo in food stamps. He is not a victim of domestic violence.


HOMELESS COORDINATED ENTRY:

Where did you sleep last night? Abandoned House
Have you served in the military or are you eligible for VA benefits? NO
Are you fleeing a current episode of domestic violence? NO
How long homeless? MORE THAN 12 MONTHS
How many times homeless in the past 3 years? 1 TIME
Has Source of Income? NO
Has a Mental and/or Physical Disability or Illness? YES
Do you have now or ever had a substance abuse issue? YES
Are you the only one who is homeless or do you have family members with you? INDIVIDUAL
Can we share your information with agencies who may be able to help? YES
ALL CONTACTS: 04/24/20 05:01PM (6 min. 55 sec.) 4968406 C

- + • 211 Intakes can now be completed online.
- o



Simply go to the Home for Good website
(homeforgoodcv.org)



The screenshot shows the top portion of the Home for Good website. On the left is the logo, which consists of the words "HOME FOR GOOD" in blue and green, with a small green house icon above the word "FOR". Below the logo is the text "A Program of the United Way of the Chattahoochee Valley". To the right of the logo is a horizontal navigation menu with the following items: "HOME", "ABOUT", "CONTINUUM OF CARE", "RESOURCES", "HMIS", "NEWS", and "DONATE". The background of the header is a blurred image of a person's hands holding a small, brown cardboard house model. Below the header is a light gray banner containing two links: "Online Intake Form - Responses Sent Directly to 2-1-1" and "Intake Form - Fillable/Printable PDF".

HOME FOR GOOD
A Program of the United Way
of the Chattahoochee Valley

HOME ABOUT CONTINUUM OF CARE RESOURCES HMIS NEWS DONATE

[Online Intake Form - Responses Sent Directly to 2-1-1](#)
[Intake Form - Fillable/Printable PDF](#)

Click on “Resources.”



[Online Intake Form - Responses Sent Directly to 2-1-1](#)

[Intake Form - Fillable/Printable PDF](#)



HOME ABOUT ▾ CONTINUUM OF CARE ▾ RESOURCES ▾ HMIS ▾ NEWS ▾ DONATE

2-1-1

COORDINATED ENTRY
SYSTEM

Resources

Select “Coordinated Entry System.”

Coordinated Entry System Forms

Please click link below to download

— CES Intake Forms

[Intake Form – Fillable/Printable PDF 11.2.20](#)

[Online Form – Responses Sent Directly to 2-1-1](#)

The Intake form is available in printable/fillable PDF format or it can be filled out and submitted online

To complete the form online, click “Online form.”

Coordinated Entry System Forms


Please click link below to download

— CES Intake Forms

[Intake Form – Fillable/Printable PDF 11.2.20](#)

[Online Form – Responses Sent Directly to 2-1-1](#)

Date


mm/dd/yyyy 

Full Name

Your answer

Date of Birth

Date

mm/dd/yyyy 

Last Four of Your Social Security Number

Your answer

Please indicate how you identify

Woman

Man

Other: _____

Contact Phone Number

Your answer

Complete the form by clicking or entering the appropriate responses.

By typing my name below, I give my permission for this information to be shared with agencies that may be able to assist me in locating and obtaining transitional and/or permanent housing.

Please type your name *

Your answer

Back

Submit

Page 3 of 3

When the form is completed, click "Submit."



Your 211
intake form
has been
successfully
submitted!

Moving to Work Updates

1

Make sure your clients are enrolled in your Moving to Work program as soon as they pass the background check.

2

Make sure weekly visits during the pre-housing phase are documented in Case Notes.

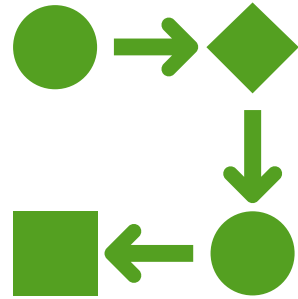
3

Make sure that Monthly/Semi-Monthly documentation is uploaded in Client Files.

The background features a solid lime green area on the left, transitioning into a series of overlapping, semi-transparent green triangles and polygons on the right, creating a dynamic, layered effect. A thin white line runs diagonally across the right side.

▶ Agency updates

Wrap up



What is our collective next step?



How can we help each other?

Announcements/Upcoming Events

PCHA PVB Application Line
8AM December 7, 2020

HMIS All User Training
2PM December 9, 2020

St. Anne Outreach Rental Assistance Line
11Am December 15, 2020

Housing Navigator and COVID 19 Response Team Meeting
3PM January 5, 2021

Point in Time Count
January 25, 2021 (tentatively)

Monthly/Semi-monthly In-home Visit Checklist

Name:

Date:

Housing Needs

- Unit is clean and neat
- No visible safety hazards
- Client has ample food

- Utilities are on
- Client's portion of rent is paid
- Bills are paid
 - Electric
 - Water
 - Gas

Health and Well Being

- Client's appearance is clean and neat
- Client is alert and communicating effectively
- Medical appointments were kept
- Follow up appointments were made

Prescriptions

- Filled
- Dosages taken as prescribed
- Refills requested

Mental Health

Client's emotional state

- Happy
- Content
- Depressed

Client's depressive condition

- Suicidal/homicidal ideation
- Crying episodes
- Helplessness

- Appointment for evaluation scheduled

Social/Educational/Economic Development

- Enrolled in GED/trade/college classes
- Children enrolled and attending school
- Client has applied for SSDI/SSI

- Client is actively seeking employment
 - Applications for employment completed
 - Resume' is ready
 - Client is "interview ready"

Plan of Action

Case Manager's Signature

Client's Signature



PBV PROGRAM WAIT-LIST INFORMATION

*The Phenix City Housing Authority PBV Program will start accepting pre-applications for Whitewater Village, Hidden Hills Trace, and Whispering Pines properties **ONLY**.*

Monday, December 7, 2020 at 8:00 AM ET

This process will only be available ONLINE; there is NO CHARGE TO APPLY.

To access the online application, go to www.pchousing.org and then

 **“Click here for PBV Application”** 

The application is accessible on any smartphone, laptop, or desktop computer with internet access (including the Russell County Phenix City Library).

Please note, this program is income-based.

We will notify you if your application is pulled from the wait-list.

PCHA PBV Properties

Hidden Hills Trace Apartments. | Whispering Pines Apartments | Whitewater Village Apartments



Links to Resources and Information

<http://www.homeforgoodcv.org/>

www.pchousing.org

<https://eccoviasolutions.webex.com/meet/dtaylor>

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