Improving Housing Navigation and Landlord Engagement Meeting Summary

Improving Housing Navigation and Landlord Engagement Jam Session

The following strategies and priorities to improve housing navigation and landlord engagement were developed by Detroit community members present during the session:

#	Description of solution	Improvement or Innovation?	Impact of solution
Example	Unify the budget line items and program capabilities of all permanent housing programs to provide consistent housing search assistance, landlord incentives, and housing move-in assistance	Improvement	
Example	Fundraise for "landlord incentives" that can be deployed from housing service providers to landlords. Landlord incentives can be used to entice or incentivize landlords to participate in 3rd Party payment housing programs. They also can remediate inspection concerns or improve the quality of unit (i.e., appliances, etc.).	Innovation	
1	Make this a landlord engagement strategy: The city of Detroit has Rehabbed and Ready program. That program needs to include the abandoned apartments in the city. They need to be rehabbed and made ready for low-income residents. That	Improvement	

	way, they are not sitting and they'd actually be making money for the city and taking away blight. Collective landlord models dedicated to low income housing.		
2	Eliminating the need to be accepted to a shelter before you can get help finding housing especially for those who are handicapped and for whom shelters might not be a viable temporary solution due to medical needs and lack of ADA compliance		
3	Landlord Engagement Improvement-Make a CoC board position a landlord/developer to provide unification of system and understanding and to assist with advocacy for low-income residents and people experiencing homelessness		
4	Housing Navigation Strategy: People who rent to those who have HCV. Retrain landlords to focus on how much the voucher is for and not the bedroom number. First thing landlord asks is how many bedrooms. That can lead you to getting units not fit for those with disabilities.		
5	The landlord incentive has worked in the past (attractive to landlords). However, I have run into many issues with landlords unable to pass inspection in the City of Detroit. Certificate of		

	Occupancy/Compliance should be required to get a landlord incentive. Incentives worked extremely well during the pandemic.		
6	Told a landlord to fix a home and she terminated my lease. Have an accountability scorecard for landlords so people can know high-eviction landlords or other red flags. "Landlord accountability scorecard."		
7	An education program to educate landlords on the intricacies of the voucher programs and the benefits to them of being involved in these programs		
8	Funding housing navigation with a specific focus on the housing search/acquisition period for folks to expedite housing search phase and connect folks with eligible units. (Bridging/connecting landlord acquisition, resource navigation, and provider case management)		
9	Create a management company for nonprofits that is staffed from CoC and COD; would provide better understanding and relationship building		
10	Increased funding for navigation		
11	People who are holding HCV be open to real estate		

	agencies so that the clients can become homeowners.		
12	Increase funding for Detroit Housing Commission to upgrade their available properties to get a lot more low-income units online.		
13	Working to integrate incentives and requirements for demo contractors in acquiring blight removal contracts to include connecting people living in non-habitable acquired units to the CES/CAM (or to street outreach)		
	Landlords lack education of what is needed to get properties up to par (she works with out of state parties/investors). They don't know how to connect to programs or what's expected of them.		
14	Have Section 8 units pre-inspected so the tenant does not have to wait		
15	A new program to financially assist individual landlords with property improvement to make sure the housing passes inspections and maintain the safety of the home. Might be a good incentive to bring more landlords into the fold		
16	We need to incentivize landlords to take on leases less than a year. They do not see it being worth the hassle if someone is approved for Rapid Rehousing for only 3-6 months. We need more		

	options for people to rent from but there could be landlord engagement with maybe financial incentives. Maybe having better relationships so we keep sending renters their way so they do not have vacant units		
17	Better data system to track what landlords doing right and wrong		
18	Increase housing supports for unsheltered that have squatted in a property for long term and make it their own		
19	Support for integration of BSEED'S rental registration and compliance certification data with any current affordable housing listings to foster accountability and transparency.		
20	Need for more housing navigation supports		
21	A multi-disciplinary team to bridge the gap between different stages of services: •Housing Commissions •Housing navigators •Property investors •Representative of voucher holders •Landlords •Housing inspectors and others As mentioned here today, each representative entity needs to understand what the other is doing and how		

	processes affect each stage of permanent housing placement.		
22	Perhaps engage State representatives more to discuss supply and demand side issues with the HCV.		
23	More employment incentives for Housing navigation and tax relief. Can the city give some tax relief or incentives to nonprofits?		
24	We need more funding for this activity. We need more housing navigators to support this work and we need the funding for it.		
25	Training for those looking for housing		
26	Engaging non government funders to support our community's coordinated entry and navigation programs.		
27			
28	Having a social media campaign centered around those who have experienced homelessness		
29	Hire more trades inspectors to do pre-inspections rather than case managers		
30	Explain NSPIRE; may change process flows as well		
31	Gofundme or fundraiser for those at risk of eviction		
32	Lowest income earners on how to buy a home		
33	Offering more opportunities for navigating services, more direct referrals from programs serving clients. You work with		

	city and nonprofits that would allow for direct referrals to agencies that govern this process. Some type of process in place that would allow folks to talk directly to orgs. Tried CAM and shelters. When you call the number, we have been told by agents from CAM to send them to a shelter and shelter would not let them in.		
34	System integration on a broader scale including connecting clients and staff supporting clients in the housing search phase with folks who have lists of verified and available units (city health department, etc.) AND connecting folks in special populations with the departments funded to support that specific population (office of disability affairs, senior/aging, veterans services, etc.) Partnering homeless response system with these departments/programs to find where funding and services can be integrated.		
35	Data collections tracking individuals who are seeking out assist or agencies who tried to obtain assistance, but did not receive assistance. Noting what occurred.		
36	Better connection, awareness, assistance (with funding for staff) to help extremely low-income households sign up for specialty vouchers when the		

	waitlist opens such as Section 811 Project Rental Assistance Program.		
37	We have many clients who have been navigated multiple times and housed multiple times but they seem to end up back in shelter. Maybe more assessment tools so clients can be connected to more appropriate services.		
38	Improving our CAM shelter referral system by reconsidering the current system of CAM staff calling clients looking for shelter back at a later time as this doesn't always work best for unsheltered folks or folks with more barriers who may not be able to receive a call back later in the day. Perhaps looking at this from a different angle as it relates to prioritization.		
39	More funding for marketing and education in the system		
40	There is a HCV briefing, but it would be beneficial to give the client FAQs document for the client to refer to because they receive a lot of information in the HCV briefing.		
41	Additional supportive services for those who receive vouchers at least for six months		
42	Create a better assessment. First understand why there was failed housing for folks who return to homelessness. Having a team zoom into those areas		

	would help us better understand issues for those who return.		
43	Education navigation for those in school; some communities do provide navigation for families under McKinney Vento definition		
44	I think there is need for shared definition and coordination around housing navigation between shelters, outreach, CAM and permanent housing programs. As we discuss scaling up housing navigation across the system ensuring there is consistent communication and alignment of navigation support at every point someone engages with the homelessness response system. Being clear on what CAM navigators, shelter navigators, program navigators, and outreach teams do.		
45	Providing a survey or direct follow-up with individuals placed in housing to see if there are/were any barriers, challenges, successes and opportunities in the process or that they are currently experiencing.		
46	Really need to separate roles (case manager only does case management, housing navigator only does housing navigation). A more clearly defined role description for all partnering agencies and		

	programs as our work often overlaps in responsibilities. (Including all necessary housing program staff being aware and trained in HCV submission and recertification processes)		
47	Need to eliminate the need for organizations to be in the CoC in order to refer clients and/or have clients referred to them for housing assistance or find another process for this		
	Work towards unifying the budget lines and program capabilities of all permanent housing programs. Example: PSH Program #1 may provide transportation to unit viewings or have budgeted amounts for application fees while PSH Program #2 does not. This ensures that expectations and housing barriers are remediated uniformly. This has positive impacts for landlords, housing navigators, frontline staff, and program participants.		
	Fundraise for "landlord incentives" that can be deployed from housing service providers to landlords. Landlord incentives can be used to entice or incentivize landlords to participate in 3rd Party payment housing programs. They also can remediate inspection concerns or improve the quality of unit (i.e., appliances, etc.).		

	Create system for housing authorities to share landlords who participate and rent to public housing choice vouchers program participants. This can act as an additional feeder of landlords into the system who may be willing but not have traditionally rented to the participants in the homeless response system.		