

Housing Opportunities for Persons with HIV/AIDS (HOPWA)

CARES: An Economic Relief response during COVID -19

Introduction - Mary's Story

Mary is a 46 year old single mother with 3 children. Before the pandemic, Mary worked full-time at a local small business. Due to various economic disparities imposed during the pandemic, the business closed and Mary became unemployed. Mary has no savings to sustain the basic needs of her family. She has no family or friends able to accommodate her family should the need arise. After months of being unemployed, she gets a job working minimum wage. She barely brings home enough money to cover her mortgage, utility bills or car note. Mary begins to feel anxious and overwhelmed about her financial situation. Bill collectors have issued delinquent notices on all of her debts. If she is not able to bring her mortgage current, she and her family may be forced to live on the street.

HOPWA Baltimore-Columbia-Towson EMA -CARES

Mary's story is not uncommon amongst the families we serve. During the pandemic, service providers identified (4) primary service needs of clients accessing services through their various programs.

(64)% of households experienced food insecurities.

(73)% of households lacked sufficient income to sustain their housing due to job loss.

(54)% of households sought eviction prevention services to sustain their housing.

(25)% of households sought either MEAP or Fuel Fund assistance to maintain utilities in their homes.

HOPWA Baltimore-Columbia-Towson EMA -CARES

HUD awarded CARES Act funding to jurisdictions in support of prevention and risk reduction efforts to mitigate contraction of COVID-19

- Baltimore was awarded \$1.2 million to administer economic and health relief to people living with HIV impacted by COVID-19 during the pandemic.
- Baltimore City utilized 81% of the funding to support eviction prevention, short term quarantining, PPE and other support services.
- Baltimore, Carroll and Queen Anne's counties utilized 19% of funding to support eviction prevention, short term quarantining and support services.

HOPWA Baltimore-Columbia-Towson EMA -CARES

HUD issued a memorandum to Prevent the Spread of COVID-19 and Mitigate Economic Impacts Caused by COVID-19

- ▶ The purpose of the memorandum with regards to HOPWA funded service delivery was to advise jurisdictions on the regulatory waivers that govern facilitation of assistance to communities and households economically impacted by COVID-19.
- ▶ The memo targeted facilitation specific to housing, time limits to rehousing and support services.
- ▶ to expand the availability of housing for people experiencing homelessness and people living with HIV in tight rental markets
- ▶ -to minimize the time needed to rehouse people experiencing homelessness
- ▶ -to permit the continued provision of supportive services to maintain housing
- ▶ stability for program participants

HOPWA Baltimore-Columbia-Towson EMA -CARES

HUD issued guidance which waived time limits imposed on short term housing facilities and Short-Term Rent, Mortgage, and Utility (STRMU) Payments

- ▶ Jurisdictions were permitted to extend the length of stay in short-term housing facilities
- HUD waivers extended lengths of stay from 60 days to 120 days within a 6-month period
- ▶ Jurisdictions were permitted to extend STRMU assistance for households beyond the 21-week time limit
- Under the HUD waiver, housing programs could assist households up to 52 weeks with rental, mortgage or utility assistance

HOPWA Baltimore-Columbia-Towson EMA - CARES

HUD issued guidance which waived the HOPWA documentation requirement to determine eligibility of an individual or family to receive HOPWA assistance.

- Jurisdictions were permitted to use self-certification of Income and Credible information on HIV status
- Under HUD's guidance, the requirement to provide source documentation from a third party for HIV status and income was waived

HOPWA Baltimore-Columbia-Towson EMA - CARES

HOPWA funded Housing Assistance in the County provided short-term quarantining, eviction prevention and utility assistance for 20 households

Hotel assistance was available to households in need of short-term housing for quarantining

67% of households served were assisted with eviction prevention and utility restoration services

HOPWA Baltimore-Columbia-Towson EMA - CARES

HOPWA funded Support Services in the County provided food and nutrition services and social services coordination for 152 households

Food and nutrition services were provided for 100% of households to reduce the risk of food insecurity.

Individuals and families received food boxes once a month

- . fresh produce
- . nonperishable goods
- . meats and other protein rich goods

100% of households were provided literature to educate individuals on strategies that reduce the risk of contracting COVID-19

- masking
- PPE use and availability
- stages of social distancing

Baltimore County HOPWA CARES

Short-Term Rent, Mortgage, and Utility Assistance
Support Services

CARES ACT Allocations and Services

Program	Funding	Type of Service/Activity
Baltimore County - Short-Term Rent, Mortgage and Utility Assistance	\$195,814	Eviction Prevention/Mortgage Assistance
Baltimore County-Support Services	\$8,700	PPE/Food and Nutrition

Baltimore County CARES Support Services

- ▶ Baltimore County funded support services to assist households with accessing essential services and supplies such as food, personal protective equipment and information.
- ▶ Households are provided literature educating on how to prevent the spread to others and reducing risks in contracting COVID-19.

Baltimore County CARES Short-term Rent and Utility Assistance (STRMU)

- ▶ Baltimore County utilizes STRMU to provide eviction prevention services to individuals and their families.
- ▶ Baltimore County utilizes STRMU to provide mortgage assistance to support individuals and families.
- ▶ Baltimore County utilizes STRMU to prevent household utilities from suspension.

Carroll County HOPWA CARES

Short-Term Rent, Mortgage and Utility Assistance
Support Services

CARES ACT Allocations and Services

Program	Funding	Type of Service/Activity
Carroll County - Short-Term Rent, Mortgage and Utility Assistance	\$7,800	Eviction Prevention/Mortgage Assistance
Carroll County-Support Services	\$1,200	Medications/PPE/Food and Nutrition

Carroll County CARES Short-Term Rent, Mortgage and Utility Assistance

- ▶ Carroll County Health Department provides short term rent assistance to households to prevent eviction.
- ▶ CCHD assists households up to the 52 week allowance with short term rent services.
- ▶ CCHD provides utility assistance to households to prevent suspension of utility services in the home.

Carroll County CARES Support Services

- ▶ Carroll County supports households with accessing essential services and supplies such as food, personal protective equipment and informational resources.
- ▶ The Health Department assists households with accessing medications and medical care and educational resources providing guidance on preventing the spread to others and reducing the risk of contracting COVID-19.

Queen Anne's County HOPWA CARES

Tenant-Based Rental Assistance

CARES ACT Allocations and Services

Program	Funding	Type of Service/Activity
Queen Anne's County - Short-Term Rent, Mortgage and Utility Assistance	\$2,200	Eviction Prevention/Mortgage Assistance
Queen Anne's County- Leasing	\$1,200	Short Term Quarantining/Bed nights

Queen Anne' County CARES Short-Term Rent, Mortgage and Utility Assistance (STRMU)

- ▶ Queen Anne's County STRMU assisted households with paying rental arrears after the moratoriums had expired.
- ▶ Households at risk of being homeless received short term rental assistance up to a year.
- ▶ .

Queen Anne' County CARES Leasing

- ▶ Queen Anne's County leasing assisted households with short term quarantining for families experiencing COVID-19.
- ▶ Households at risk of being homeless received short term housing up to 120 days in a 6-month period.
- ▶ .

Baltimore City HOPWA CARES

Short-Term Rent, Mortgage and Utility Assistance

Leasing

Support Services

Baltimore City HOPWA CARES

- ▶ **Baltimore City issued a memorandum to its various departments with guidance for modifying day-to-day office Operations to support prevention and risk reduction efforts in contracting COVID-19**
- ▶ Baltimore City implemented a staff Telework Policy
 - modified in office work schedules for non-essential staff
- ▶ Baltimore City implemented mandatory masking requirements
 - Department heads were responsible for posting local masking requirements in their perspective offices

Baltimore City HOPWA CARES

- ▶ Baltimore City implemented social distancing requirements
 - Workstations were repositioned and plexiglass partitions were installed
 - Staff breaks were arranged by a staggered schedule
 - Staff were advised to maintain the required distance while congregating in shared office spaces
 - Meetings and office gatherings performed via Zoom or Teams

Baltimore City HOPWA CARES

- ▶ Baltimore City implemented a mandatory client in office appointment suspension
 - Telephone redetermination appointments
 - Documentation drop box
 - Documentation submission via mail
 - Alternative documentation submission via email

Baltimore City HOPWA Referral Process - Coordinated Access

HUD issued guidance which waived the HOPWA documentation requirement to determine eligibility of an individual or family to receive HOPWA assistance.

Jurisdictions were permitted to use self-certification of Income and Credible information on HIV status

- Under HUD's guidance, the requirement to provide source documentation for HIV status and income was waived
- Intake staff used lab reports for HIV status and self reports of income when determining eligibility.

Baltimore City Coordinated Access

- ▶ HOPWA uses Coordinated Access, a centralized process for assessing persons in need of homeless services.
- ▶ Persons with HIV who are literally homeless and/or fleeing domestic violence meet the eligibility criteria to be considered for services through Coordinated Access.
- ▶ The Coordinated Access process determines appropriate service types and housing options.
- ▶ Coordinated Access streamlines housing and services to facilitate access in a single location.

The Coordinated Access System Design

- ▶ Helps individuals and families who need assistance to know where to go to get that assistance, to be assessed in a standard and consistent way, and connect them to housing/services that best meet their needs.
- ▶ Ensures throughout the assessment and referral process that clarity, transparency, consistency and accountability for homeless clients, referral sources and homeless service providers exists.
- ▶ Facilitates exits from homelessness to stable housing in the most rapid manner possible given available resources
- ▶ Ensure that clients gain access efficiently and effectively to the type of housing intervention most appropriate to their immediate and long-term need
- ▶ Ensure that people who have been homeless the longest and/or are the most vulnerable have priority access to limited permanent supportive housing resources

Coordinated Access System Workflow

Step 1: Connect to Coordinated Access

- ▶ Persons interested in receiving HOPWA services in Baltimore City are connected through the Coordinated Access System.
- ▶ Coordinated Access offers individuals and families links to services through various site locations within the systems network.
- ▶ The most common site locations are overnight shelters, temporary housing programs, drop-in centers or through an outreach team.

Coordinated Access System Workflow

Step 2: Complete the Assessment

- ▶ Individuals and/or families are not required to be enrolled in a shelter or temporary housing situation to be assessed through Coordinated Access.
- ▶ Once a person or family is connected to Coordinated Access, trained supportive services staff will assess them by completing a standardized assessment tool.
- ▶ The standardized tool collects basic client information, determines homelessness status, vulnerability characteristics, barriers, and other criteria related to eligibility for housing programs.
- ▶ Assessments are updated as information and life circumstances change or the vulnerability indicators for the individual or family changes.

Coordinated Access System Workflow

Step 3: Navigation through the Coordinated System

- ▶ Applicant information is reviewed regularly to predict which individual or family will be considered for housing services. Considerations for housing are made within a 1-3 month time period.
- ▶ An eligibility verification will be confirmed before individual and families considered for housing services will be placed in housing programs.
- ▶ A Housing Navigator will assist applicants with verifying eligibility and obtaining specific documentation pertinent to be considered for housing programs.

Coordinated Access System Workflow

Step 4: Housing Match

- ▶ Housing matches are linked based on an established system-wide prioritization standard.
- ▶ Applicants are matched to housing best suited to end the individual or family's circumstance based on program eligibility and availability.
- ▶ The most vulnerable applicants will be connected to housing providers with open housing units.
- ▶ Once an individual or family is notified of the housing match, they will have 3-5 business days to accept the match. If the match is accepted, the program will complete the intake process.
- ▶ If the placement is declined after the intake appointment, the individual or family is placed into the system to be considered for other housing options.

Coordinated Access System Workflow HOPWA Eligible and Non-homeless

- ▶ MOHS recognizes that Coordinated Access in its traditional design does not match persons who do not meet the literally homeless definition defined by HUD.
- ▶ For individuals who are HIV positive and do not meet the literally homelessness criteria required for Coordinated Access, HOPWA funded staff have been designated to complete the standardized assessment (Step 2) and navigate the applicant through the housing placement process (Step 3).
- ▶ If the individual meets the eligibility criteria for HOPWA and there is housing availability, the applicant will be notified of openings for housing. If the offer is accepted, the program will move forward with the intake process.

CARES ACT Allocations and Services

Program	Funding	Type of Service/Activity
Baltimore City (STRMU) Short-Term Rent, Mortgage and Utility Assistance	\$400,000.00	Eviction Prevention/Mortgage Assistance/Utility Restoration
Baltimore City - Leasing	\$125,500.00	Hotel Assistance/Bed nights
Baltimore City-Support Services	\$510,707.00	Case Management/PPE/Food and Nutrition
Baltimore City - Administration	\$63,297.00	Oversight and Reporting

HOPWA Baltimore-Columbia-Towson EMA - CARES

HOPWA funded Housing Assistance in Baltimore City provided short-term quarantining, eviction prevention and utility assistance for 119 households

- ▶ Hotel assistance in the form of 1200 bed nights supported 10 households (8%) in need of short-term housing for quarantining or securing adequate space and security individuals and families in overcrowded conditions
- ▶ 92% of households served received eviction prevention assistance and utility restoration services

Baltimore City CARES Short-term Rent and Utility Assistance (STRMU)

- ▶ 62% of CARES STRMU supports short-term rent, mortgage and utility assistance in Baltimore City.
- ▶ Baltimore City utilizes STRMU to provide eviction prevention services to (81) individuals and their families.
- ▶ Baltimore City utilizes STRMU to provide mortgage assistance to support individuals and families.
- ▶ Baltimore City utilizes STRMU to prevent household utilities from suspension.

Baltimore City CARES Leasing

- ▶ 38% of Baltimore City CARES leasing supported individuals and families with short - term housing.
- ▶ Baltimore City leasing assisted (25) households with short term quarantining or adequate space and security for families experiencing COVID-19.
- ▶ Households at risk of being homeless received short term housing in the form of bed nights up to 120 days in a 6-month period.
- ▶ Baltimore City leasing supported 1200 bed nights for individuals and families.

Baltimore City CARES Short-term Rent and Utility Assistance (STRMU)

- ▶ 62% of CARES STRMU to provide short-term rent, mortgage and utility assistance
- ▶ Baltimore City utilizes STRMU to provide eviction prevention services to (81) individuals and their families.
- ▶ Baltimore City utilizes STRMU to provide mortgage assistance to support individuals and families.
- ▶ Baltimore City utilizes STRMU to prevent household utilities from suspension.

Baltimore City HOPWA CARES Support Services

HOPWA funded Support Services in Baltimore City provided food and nutrition services, employment assistance and social services coordination

- ▶ Food and nutrition services were provided for (211) individuals and families to reduce the risk of food insecurity.
- ▶ 24% of individuals and families served received home delivered meals two times weekly
- ▶ 64% of individuals and families served received food boxes once a month
 - ▶ . fresh produce
 - ▶ . nonperishable goods
 - ▶ . meats and other protein rich foods
- ▶ - 12% of individuals and families served received Instacart grocery delivery

Baltimore City HOPWA CARES Support Services

- ▶ Vocational coordination was provided for (73%) 153 households to increase income, skills and workforce readiness development
- ▶ 100% received assistance with resume writing
- ▶ 100% received assistance with interview skill building
- ▶ 67% of those individuals deemed employment ready received job coaching

Baltimore City HOPWA CARES Support Services

- ▶ Social Services Coordination and resource referral was provided for 50 households (24%) to identify service needs
 - Wellness checks to identify household needs
 - Connection to utility payment resources
 - Connection to Benefits
 - Phone services (minutes)
 - Financial literacy sessions (budgeting recommendations; household cost reduction strategies)



Baltimore City HOPWA CARES Support Services

- ▶ 50% of households received Emergency Response Case Management to assist clients in crisis with developing a plan to move out of crisis
- ▶ 100% of households served were provided educational resources to educate individuals on strategies that reduce the risk of contracting COVID-19
- ▶ masking
- ▶ stages of social distancing
- ▶ PPE use and availability (Personal Protective Equipment was available for households in need)

Summary of HOPWA CARES Funded Services

Services funded under HOPWA CARES	Short-Term Rent, Mortgage and Utility Assistance Leasing Support Services
The dollars allocated and number of persons with HIV served, per jurisdiction	Baltimore City - \$950,154 – (256) households served Baltimore, Carroll, Queen Anne's - \$217,013 – (20) households served
HOPWA and the Impact of COVID-19 in Baltimore City	Baltimore City utilized 44% of CARES funding to administer support services such as food and nutrition services, case management and employment assistance
HOPWA and the Impact of COVID-19 in Baltimore, Carroll and Queen Anne's counties	The counties utilized 95% of CARES funding support eviction prevention efforts for persons living with HIV in those jurisdictions

Questions?

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, creating a modern, layered effect. The rest of the slide is a plain white background.

Contact Information

D'Andra Pollard

Program Manager

Mayor's Office of Homeless Services

7 E. Redwood St., 8th Floor

Baltimore MD 21202

D'Andra.Pollard@baltimorecity.gov

410-361-9439