

Landlord Outreach and Mitigation Fund: Working Meeting

DHCS Welcome

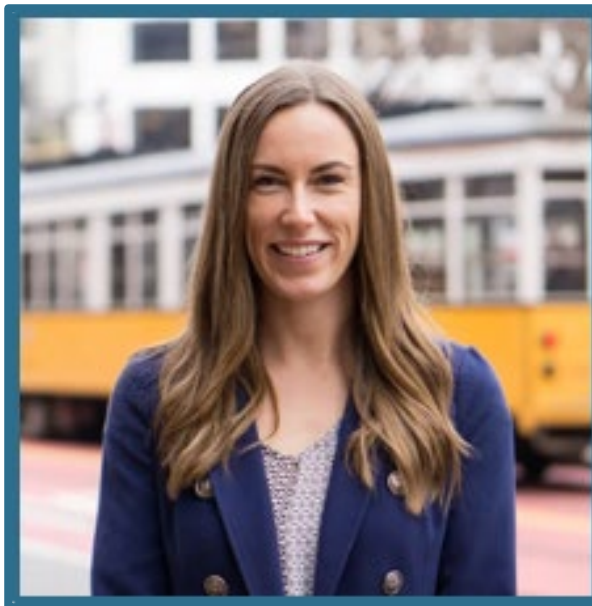
Laurice Artap, Section Chief

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Deme Hill



Meadow Robinson

Deme Hill, DPA

- Principal Consultant for Advocates for Human Potential in Housing and Homelessness. She has nearly 30 years of experience in social services administering government programs throughout California and other states.

Meadow Robinson, Esq.

- A Senior Directing Attorney at Homebase, where she supports Bay Area communities in their efforts to end homelessness by assisting with grant application and compliance, training design and facilitation, and strategic planning.
- Her work also includes research, data collection, and technical assistance strategy development.

Participant Introductions

- » Introduce yourself in the Chat!
 - Name
 - Agency and/or Organization
 - Location



Goals for Today's Webinar

- » **Primary Goal:** Develop an understanding of the allowable costs under the Landlord Outreach and Mitigation Fund and associated policy and procedure requirements.
- » **Peer sharing:** provide an opportunity for participants to share their experiences (or ideas!) in developing a Landlord Outreach and Mitigation fund.

Agenda

- 1. Welcome and Introductions**
- 2. Overview of BHBH Landlord Outreach & Mitigation Fund**
- 3. Policies & Procedure Overview**
- 4. Allowable Costs + Program Examples + Policy Considerations**
- 5. Closing**



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Landlord Outreach & Mitigation Fund Overview

Overview of Allowable Costs - Outreach

Outreach: County BHAs may develop an active outreach and recruitment program to encourage property owners to consider renting to BHBH Program participants.

May include the development of presentations, outreach materials, campaigns, incentives, and support to help properties meet the requirements of subsidizing agencies.

(RFA, page 35)



Overview of Allowable Costs - Mitigation

- » **Mitigation:** County BHAs may establish a mitigation fund to offset any damages caused by a BHBH Program participant, unpaid rent, and/or for use if an eviction should become necessary. (RFA, page 35)
- » May include damage reimbursement (repair or replacement), eviction prevention.

Policies & Procedures Overview

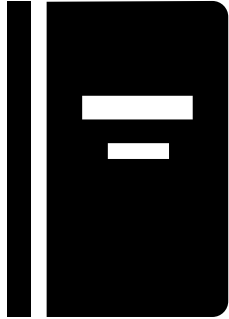
Getting Started

Prior to receiving funds for Landlord Outreach and Mitigation, County BHAs **must** submit complete policies and procedures for the use of these funds.

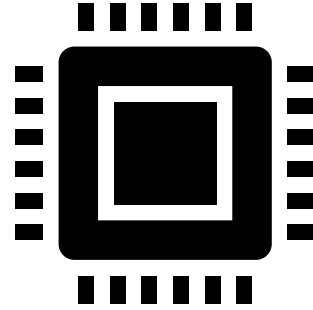


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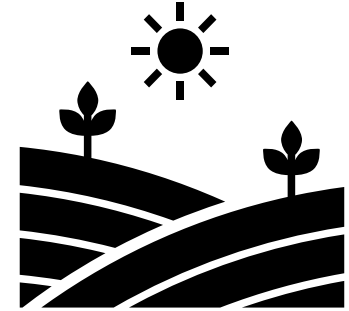
P&Ps - Purpose



P&Ps will describe how Landlord Outreach & Mitigation funds are used to engage and sustain landlords in renting to BHBH participants.



P&Ps will assist BHAs with administering their programs and will help prevent fraud and misuse of funds.



P&Ps will clearly define the kinds of costs allowable and not allowable under Landlord Outreach & Mitigation, and maximum costs.

P&Ps - Considerations

- » There's no need to reinvent the wheel.
- » Counties may already have standards/policies in place regarding Landlord Outreach and Mitigation.
- » **Ensure that any policies written comply with local, state, and federal law.**

P&Ps – Required Elements

- » Non-supplantation
- » Verification of eligibility
- » Allowable costs for landlord outreach
- » Allowable costs for landlord mitigation
- » Prevention of fraud, waste, and abuse

Landlord Outreach & Mitigation Allowable Costs + Program Examples + Policy Considerations

Landlord Outreach - Allowable Costs

- » Examples of allowable costs that can be included:
 - Outreach materials, advertising and campaigns
 - Conducting presentations, exhibits and networking events to encourage landlords, owners, and/or management companies to consider renting to BHBH Participants

Landlord Outreach - Allowable Costs

» Examples of allowable costs in this category:

- Security Deposits
- Incentives, referral, signing bonuses
 - Incentives
 - Signing Bonus
 - Referral
- Holding Fees
- Pet Deposits

Landlord Outreach – Program Examples

Bonus for Bucks Landlord Incentive Program (Bucks County, PA)

- » Bonus Rent: Landlords receive a bonus month's rent when they rent to a participating tenant and can receive it up to 3 times
- » Finder's Fee: Landlords/realtors can refer a landlord and if that landlord rents to a participating tenant, the referring source receives a \$2,000 finder's fee
- » Continuity Coverage: Landlords can receive payments of up to 1 month in between leases when a participating tenant moves on to cover a vacancy before a new participating tenant moves in

Landlord Outreach – Program Examples

San Diego Landlord Engagement and Assistance Program (San Diego, CA)

- » Landlord Incentive: \$500 for the first unit landlords rent to a homeless household and \$250 for each additional unit
- » Landlord Incentive: Free Online Rental Listings – Including photos, map and information about rents and community information

Landlord Outreach – Policy Considerations

- » Policies must clearly define:
 - The **kinds of costs allowable** under Landlord Outreach the **maximum amount available per category**
 - A **clear protocol for approving** allowable costs and **mechanisms for documenting costs**
- » Policies should undergo internal review (by the grantee) to ensure that any policies written comply with local, state, and federal law.

Discussion

Landlord Mitigation- Allowable Costs

» Examples of allowable costs include:

- Damage reimbursement outside of usual wear and tear
- Vacancy payment (if tenant leaves early)
- Eviction prevention costs (if necessary for someone to be relocated)

Landlord Mitigation- Program Examples

The Kings/Tulare Landlord Mitigation Fund (Kings/Tulare, CA)

- » Damages: Maximum Claim Amount \$2,000.
- » Term of Guarantee: Initial lease term, not to exceed 24 months from date of lease execution.
- » Eligible claims:
 - Damages caused by the tenant in excess of normal wear and tear to the unit, which exceed the security deposit
 - Up to two months of non-payment of rent if the tenant did not vacate the apartment in good standing

Landlord Mitigation- Program Examples

Washington State, Dept of Commerce Landlord Damage Relief Program

- » Damages: Landlords may submit as many claims as needed during the life of a tenancy, combined awarded claims cannot exceed \$5000.
 - Each individual claim must exceed \$500
 - Any claim awarded prohibits the landlord (or any collection agency) to take legal action against the tenant for damages attributable to the same tenancy. This can include insurance companies as well.

Landlord Mitigation– Policy Considerations

» Policies must clearly define:

- The **kinds of costs allowable** under Landlord Mitigation and the **maximum allowable reimbursement**.
- The **application process** for landlords to request reimbursement
- A **clear protocol for approving** allowable costs and **mechanisms for documenting costs**

» Policies should undergo internal review (by the grantee) to ensure that any policies written comply with local, state, and federal law.

Discussion

Fraud, Waste, and Abuse Prevention

- » The BHBH Program requires that BHBH-funded landlord outreach & mitigation funds have policies in place for fraud prevention, including **regular audits and clear documentation of all payments made using BHBH Program funds.**
- » Fraud prevention is accomplished by implementing **policies and protocols designed to detect, deter, and resolve deceitful or inappropriate use of funds.** Part of this equates to making sure there is comprehensive documentation of revenue and expenses. Policies and protocols are also needed that will work to prevent fraud, abuse, and waste.

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Questions?



Follow Up Resources

Provide resources from the resource library here:

Landlord Outreach + Mitigation Additional Program Examples

**Please note that the examples shared below may include cost categories NOT eligible through the BHBH program; it is the BHBH programs responsibility to ensure that policies comply with the BHBH program, local, state, and federal laws. These examples are provided for information only and not as a recommendation.

- [Fargo-Moorhead Coalition for Homeless Persons - Landlord Risk Mitigation Fund](#)
- [Indiana Housing & Community Development Authority - Landlord Mitigation Reserve Program](#)
- [Tulsa Day Center Landlord Guarantee Fund](#)
- [Lane County \(Oregon\) - Landlord Mitigation Fund](#)
- [Los Angeles County Development Authority - HIP Landlord Incentive Program](#)
- [United States Interagency Council on Homelessness - Communities Profiles](#)

Behavioral Health Bridge Housing Resource Library

The screenshot shows the website's header with the logo on the left and a navigation menu on the right. The main content area features a dark blue banner with the word 'Resources' in white. Below this is a section titled 'Search the Library' with a paragraph of introductory text and a search input field. The 'Featured Resources' section contains three resource cards: 'Reimagining Interim Housing', 'ACTION PLAN for Preventing and Ending Homelessness in California', and 'Whole-Person Care for People Experiencing Homelessness and Opioid Use Disorder: Toolkit Part 2'.

BEHAVIORAL HEALTH Bridge Housing

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Resources

Search the Library

This library contains documents that may be useful to counties and/or Tribal entities as they design and implement behavioral health bridge housing. The search function allows you to search by keyword and resource type. Although BHBH staff has reviewed all resources for relevance to behavioral health bridge housing and to categorize them by topic, please note that external links and resources may not fully reflect the views of DHCS or AHP.

Search Keyword Here..

Featured Resources

- Reimagining Interim Housing**
Stages and Action Areas for Transforming Approaches to Sheltering People Experiencing Homelessness
December 2022
- ACTION PLAN**
for Preventing and Ending Homelessness in California
- Whole-Person Care for People Experiencing Homelessness and Opioid Use Disorder: Toolkit Part 2**
MAY 2022

Evaluation

Thank You!