

Programs: Housing

Current Reality: The Housing Choice Voucher program has been designated a “High Performer” since the inception of HUD’s scoring tool 19 years ago. The availability of affordable housing in our region continues to weaken. As the availability of affordable housing continues to shrink, it is imperative that the Board join with Staff in having a better understanding of the risk and rewards of potential opportunities so that they can make informed decisions. In the meantime, opportunities exist for the improvement of current program operations.

Housing Goal #1 – WCCA will maximize the number of housing clients served, advocate for more affordable housing resources in the community and engage its Board of Directors in housing issues.				
Expected Outcomes	Lead	Strategies for 2020-2022	How/When will we measure success?	Progress to date
<ul style="list-style-type: none"> WCCA will be known for its customer service and its ability to serve as many clients as possible in an effective and efficient manner 	Sheryl and Staff	<ol style="list-style-type: none"> Improve client outreach by periodically orienting children’s services staff and other programs on opportunities in the Voucher program. Upgrade the website to publish more housing information. Make routine forms available online Improve communications for landlords and tenants using WCCA website tools Recruit families for self-sufficiency program 	<p>By 2023 average lease-up success rate will have increased by 5%</p> <p>By 2025 WCCA will have increased FSS program graduates by 50%</p>	<ol style="list-style-type: none"> We have improved client outreach by orienting children’s services staff as new hires are brought on board. We have upgraded our website to publish more housing information. Routine forms are now available as is the ability to submit applications directly through the website. Communications with landlords and tenants has been improved through the acquisition and implementation of Assistance Connect. Recruitment for FSS families is an ongoing process. <u>11</u> new families have been enrolled since January 2020.
<ul style="list-style-type: none"> WCCA will be known as a regional expert in housing and housing related issues 	Sheryl, Board Members and staff as needed	<ol style="list-style-type: none"> Partner and/or collaborate with housing developers to increase housing supply in our market area Engage with community housing efforts and provide 	By 2025 the supply of affordable housing in our market area has increased as a	<ol style="list-style-type: none"> WCCA is represented on the boards of two housing non-profits in order to collaborate to increase housing supply for our region. WCCA is engaging with Dogwood Trust housing collaborative efforts.

<p>advocating for increased supply</p>		<p>support and technical assistance</p> <ol style="list-style-type: none"> 3. Increase landlord and new landlord outreach by hosting periodic community meetings 4. Participation in community forums and state and local housing organizations 	<p>result of WCCA's advocacy</p> <p>By 2025 WCCA will have an organized annual landlord outreach meeting</p>	<ol style="list-style-type: none"> 3. WCCA has been unable to host new landlord outreach/community meetings due to COVID and disinterest by landlords due to zero vacancy rates as well as eviction moratorium. 4. WCCA has participated in person, and virtually, in community forums as well as state and regional housing organization conferences.
<ul style="list-style-type: none"> • Board Members will be able to articulate the types of WCCA housing services, make decisions about housing issues and discuss housing issues in the community 	<p>Sheryl and Board Member for Housing</p>	<ol style="list-style-type: none"> 1. Organize a Housing Committee comprised of Board members, clients and community members 2. The Housing Committee will be responsible for advocacy, education, assessment of new opportunities and making recommendations to the Board. 3. Provide basic training for the Board of Directors on housing opportunities and challenges faced by those seeking subsidized housing 	<p>By 2023 Board members will report an increased understanding of housing issues as measured through the Board self-evaluation tool</p>	<ol style="list-style-type: none"> 1. A Housing Committee comprised of Board members, clients and community members has been established. 2. The Housing Committee is responsible for advocacy, education, assessment of new opportunities and making recommendations to the Board. 3. We are in the process of educating the Board of Directors on housing opportunities and challenges faced by those seeking ssubsidized housing through the new Board training platform activities.