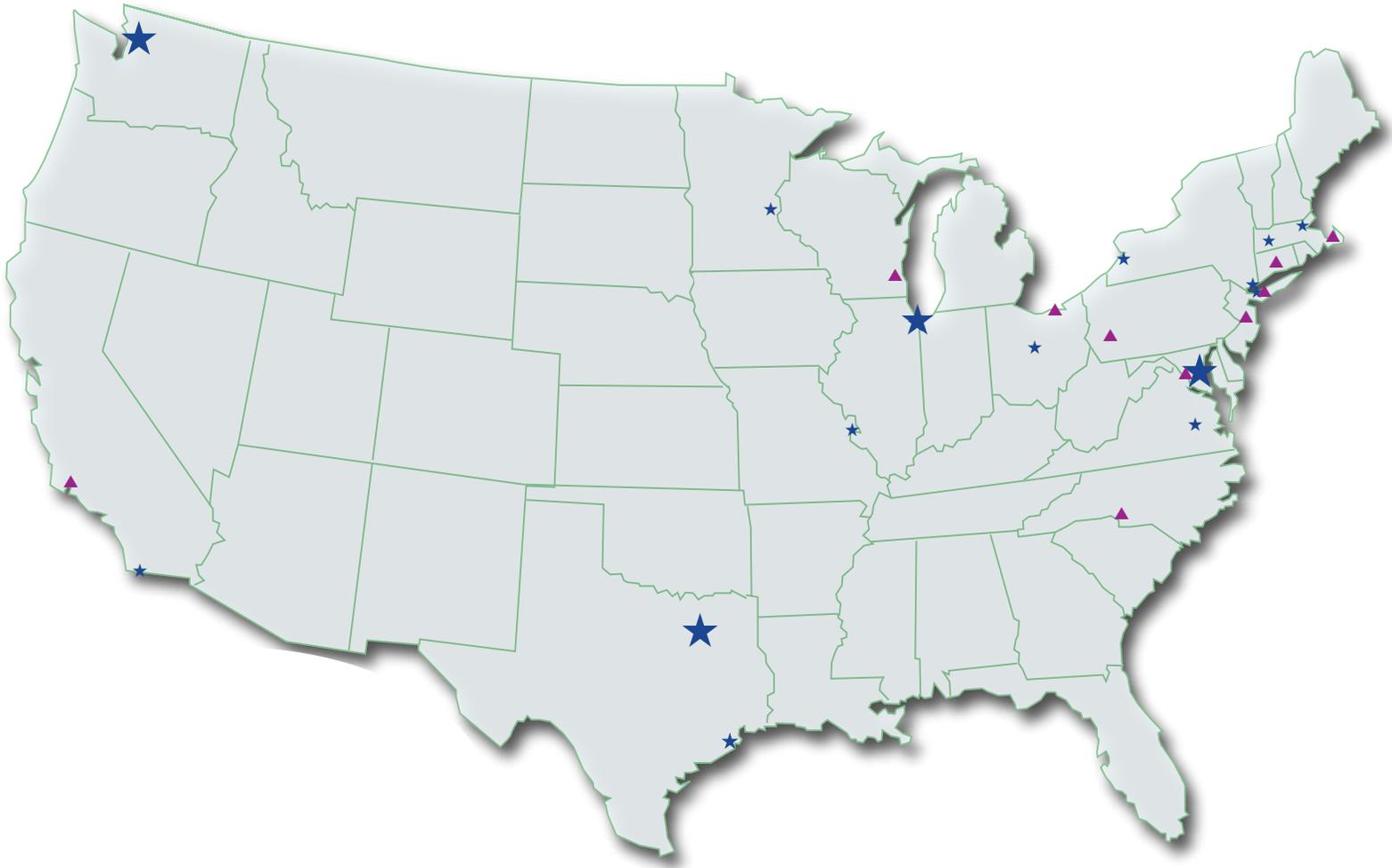


Housing Mobility Programs in the U.S. 2020



Acknowledgments

Thanks to Funders for Housing & Opportunity, a funding collaborative of 12 national foundations, that is providing core support for Mobility Works, including the preparation of this report. Special thanks to our colleagues at Opportunity Insights, who provided ideas for improving the structure of this report, and to all of the program staff at the programs included here for their time responding to our many questions, and for their commitment to the goal of housing choice and opportunity for the families they work with.

Housing Mobility Programs in the U.S. 2020

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August 2020

Table of Contents

I. Introduction.....	1
II. About this Report.....	4
III. Existing Programs.....	5
★ Baltimore, MD.....	5
★ Buffalo, NY.....	8
★ Chicago, IL.....	10
★ Columbus, OH.....	13
★ Cook County, IL.....	15
★ Dallas, TX.....	17
★ Houston, TX.....	20
★ Massachusetts.....	22
★ Minneapolis/St. Paul, MN.....	25
★ New York City, NY.....	31
★ Richmond, VA.....	34
★ San Diego, CA.....	36
★ Seattle/King County, WA.....	39
★ St. Louis, MO.....	42
★ Westchester, NY.....	44
IV. New and Emerging Programs.....	46
▲ Baltimore County, MD.....	46
▲ Boston, MA.....	47
▲ Charlotte, NC.....	49
▲ Cleveland, OH.....	51
▲ Connecticut.....	54
▲ Long Island, NY.....	55
▲ Los Angeles, CA.....	58
▲ Milwaukee, WI.....	60
▲ New Jersey.....	63
▲ Pittsburgh, PA.....	65
VI. About the Authors.....	68
VII. Appendix A (Online Only).....	69





Introduction: A New Era for Housing Mobility

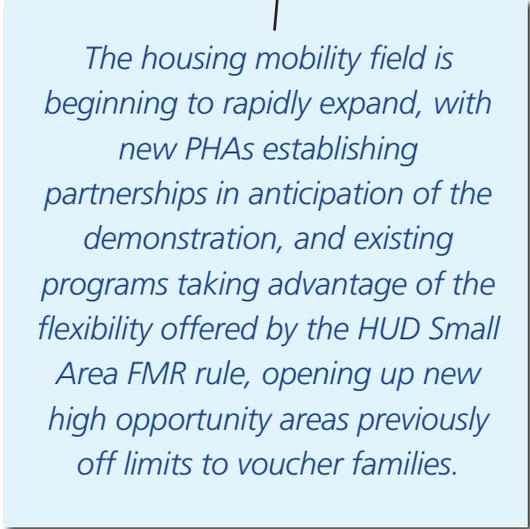
For years, the expansion of housing mobility programs has been hindered by the lack of funding available to support the dedicated housing mobility counselors and landlord recruitment specialists that these programs require. Most housing authorities (PHAs) have lacked the budget flexibility under HUD rules to allocate agency funds to a new program, leaving the field to the small number of MTW agencies, or to PHAs with state government or philanthropic support.

All of this is changing now, with the impending release of \$50 million in competitive grant funds, authorized by Congress in two years of bipartisan appropriations for the Housing Mobility Demonstration. As this report shows, the housing mobility field is beginning to rapidly expand, with new PHAs establishing partnerships in anticipation of the demonstration, and existing programs taking advantage of the flexibility offered by the HUD Small Area FMR rule, opening up new high opportunity areas previously off limits to voucher families.

We should also note that this report is being published during a moment of national reckoning around police violence, structural racism, and segregation – all of which give a new urgency to the work of housing mobility, which had its origin as a civil rights remedy for decades of intentional segregation in *Gautreaux et al. v. Chicago Housing Authority*, the nation's first major public housing desegregation lawsuit. This report also appears in the midst of a national and global pandemic, which has made our collective work even more challenging than before. Several of the mobility programs listed here have adapted to the COVID crisis with creative new strategies such as virtual tours (Massachusetts), virtual workshops (Baltimore), and the quick adoption of multiple regulatory waivers provided under the 2020 CARES Act.

We have been honored to work with a number of the PHAs listed here, their nonprofit partners and with our colleagues in the Mobility Works technical assistance collaborative – and we have seen first-hand that housing mobility can be a transformative experience for families who choose to make the move to a higher opportunity community. We are eager to continue to build a strong community of practice across housing mobility programs as this field grows, and we hope this report can help to support that goal.

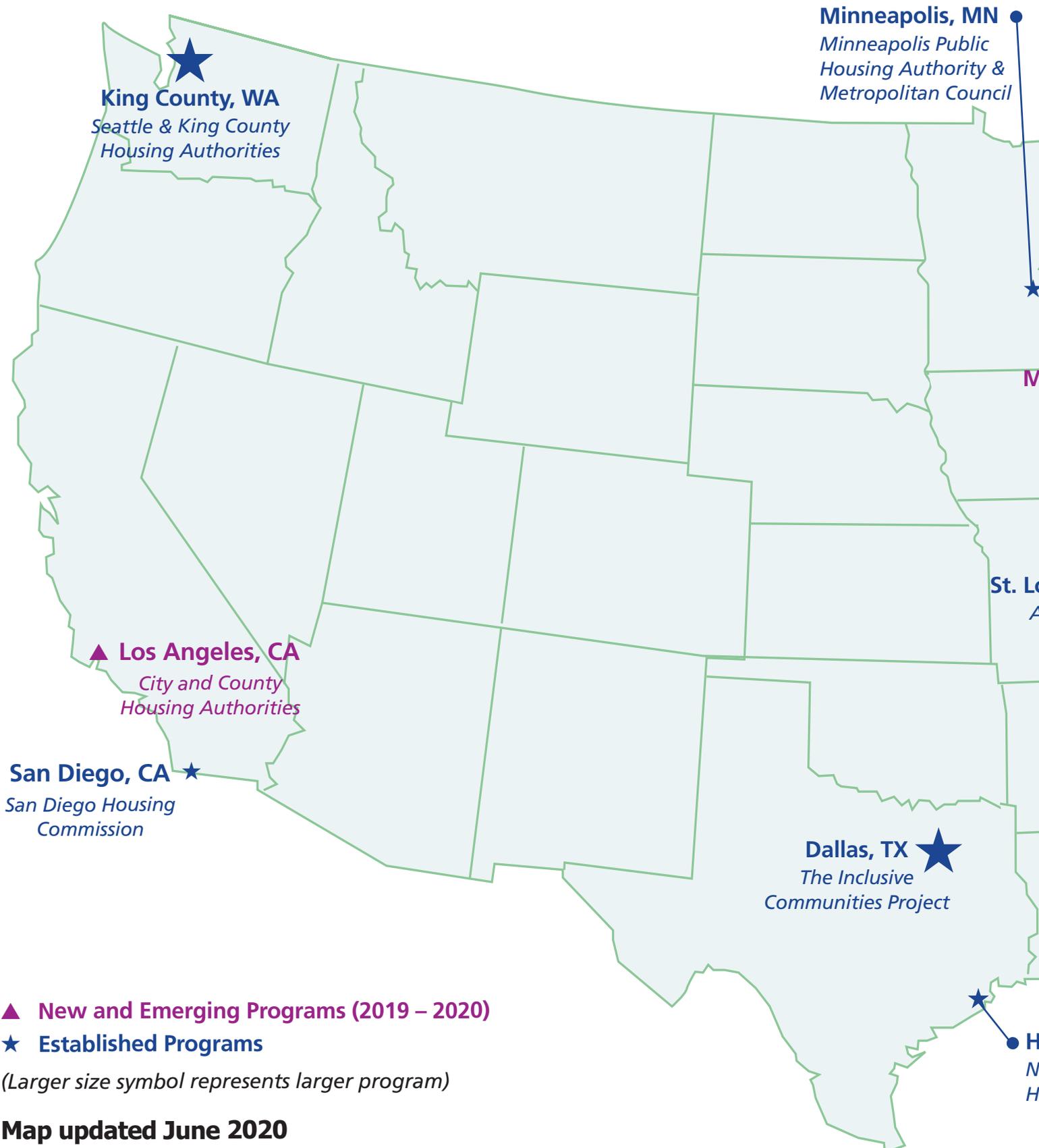
— Philip Tegeler, Executive Director, PRRAC



The housing mobility field is beginning to rapidly expand, with new PHAs establishing partnerships in anticipation of the demonstration, and existing programs taking advantage of the flexibility offered by the HUD Small Area FMR rule, opening up new high opportunity areas previously off limits to voucher families.



Housing Mobility Programs in the U.S.





PRRAC
 Poverty & Race
 Research Action Council

Mobility Works 

About this Report

The descriptions and data contained in this report were compiled from interviews with program staff, program documents, experience of the authors with the programs, and publicly available information. We organize the report alphabetically by region with a distinction between “existing” programs and “new and emerging” programs, with the understanding that emerging programs may still be developing their plans while several of the existing programs – for example Buffalo and the Minneapolis Metropolitan region – may be in the midst of a major program change.

The information contained at the very beginning of each program description describes the context of the region as a whole, not necessarily the mobility program or the public housing agency responsible for it. For example, the introductory context for the first entry, on page 6, shows a basic Google map of the five-county Baltimore region, and presents data for the entire region – including all the vouchers for families with children administered by all the PHAs in the region, even though the regional mobility program handles less than a third of the total vouchers listed.¹ The vacancy rate reflects 2019 data for each region from the U.S. Census Bureau’s Housing Vacancy Survey.² The “Dissimilarity Index” measures how evenly distributed demographic groups are throughout a metro area and is from Governing Magazine’s estimates using 2017 5-Year American Community Survey Data.³

We have tried to make the matrix of program descriptors for each program as consistent as possible, although we faced challenges in obtaining current comparable data on the total program budgets for each program, and the program cost per successful move to an eligible mobility area (often called an “opportunity area”). However, these costs have been measured over time by established programs (Baltimore, Chicago) and in a controlled randomized trial in 2019 (Seattle/King County) suggesting a range between \$3,600 - \$5,000 per successful move to an eligible opportunity area (depending on the range of services offered). Another area of incomplete data was program retention – the extent to which families who moved to eligible areas stayed in those areas over time, a measure that can reflect the effectiveness of post move supports and has shown to be important to securing positive long-term program impacts.

Finally, we should note that there are several “Moving to Work” PHAs that have undertaken mobility-related initiatives that are not included here (see *Moving to Work and Neighborhood Opportunity: A Scan of Mobility Initiatives by Moving to Work Public Housing Authorities*, Urban Institute 2016, 2018).⁴ We have chosen to limit this report to programs that include or will include some of the attributes of full mobility programs – such as mobility counseling, housing search assistance, and landlord development.

A summary compilation of the descriptors for all of the programs in this report is included in a matrix format in Appendix A.

-
- 1 The data on the total number of voucher families with children is from a HUD dataset obtained through a data agreement with the Center on Budget and Policy Priorities – the most recent data available is from 2017.
 - 2 <http://www.census.gov/housing/hvs/data/charts.html>. Rental vacancy rates listed in this report are calculated as the average percent of vacant rental units in a region across four quarterly estimates. A commonplace threshold, which we also use here, designates “tight” rental markets as those with vacancy rates of less than 5%.
 - 3 More specifically, “Dissimilarity” measures the percentage of a group’s population that would have to change residence for each neighborhood to have the same percentage of that group as the metropolitan area overall. The index ranges from 0.0 (complete integration) to 1.0 (complete segregation). U.S. Census Bureau.
 - 4 https://www.urban.org/sites/default/files/publication/88171/moving_to_work_and_neighborhood_opportunity_0.pdf

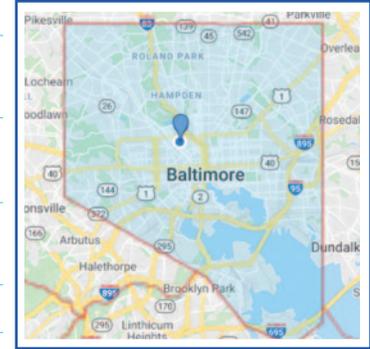


Existing Programs

★ Baltimore, MD – Baltimore Regional Housing Partnership

REGIONAL CONTEXT

Population:	2.8 million
Total Voucher Families with Children (2017):	12,000
Share of Voucher Families with Children in Low Poverty Tracts:	32%
Share of Voucher-Affordable Units in Low Poverty Tracts:	34%
Number of PHAs:	10
Average Rental Vacancy Rate (2019):	8.9%
Black-White Dissimilarity Index:	0.639
Exception payment standards or SAFMRs:	Yes, exception payment standards have been adopted for the BRHP mobility program
SOI discrimination laws:	Yes, local ordinance and state law (effective October 2, 2020)
MTW status:	Yes, for the Housing Authority of Baltimore City (and BRHP) only.



The **Baltimore Regional Housing Partnership (BRHP)** administers the Baltimore Housing Mobility Program (BHMP). Created by the historic housing desegregation class action lawsuit, *Thompson v. HUD*, the Program provides HCVs for families to rent private homes in opportunity areas in Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties, as well as Baltimore City. Since 2003, BRHP has provided vouchers along with pre- and post-move counseling to over 5,000 families with young children.

BRHP also partners with regional public housing authorities to administer a Regional Project Based Voucher Initiative, an effort to develop long-term affordable, hard units of housing in opportunity areas. At this time the initiative has produced 150 project-based units. Through BRHP's partnership with Mobility Works, they have consulted for cities who are starting their own mobility programs such as New York City, Buffalo, Charlotte, and Pittsburgh. Additionally, BRHP has been able to use their platform to advocate on behalf of their clients in order to expand housing opportunities and equity in the Baltimore region; most recently, through partnership with other Maryland housing organizations, BRHP played a role in advancing the HOME Act, a source of income discrimination bill, to adoption at the state and local levels.



PROGRAM DESCRIPTORS

Number of dedicated mobility staff	13 employees working directly on mobility counseling: 2 pre-move counselors, 2 training specialists, 4 post-move counselors, 1 landlord relationship specialist, 3 counseling supervisors, and 1 counseling administrative assistance.
Services offered	Pre-move counseling: series of seven workshops and 1-on-1 counseling geared towards preparing families to transition to new home; Assistance: clients are assigned a counselor who helps navigate the search process, provide referrals, facilitate tours of homes, assist with the lease process; Recruitment: landlord relationship specialist recruits property owners and management companies for participation in program; Counseling: 4 home visits during the first two years with the program.
How are eligible mobility areas defined	For its mobility program, BRHP has developed an opportunity map of defined? the region with 22 variables across three categories: educational opportunities (school proficiency rates, share of college-educated, etc.), community strength (poverty rate, vacancy rate, change in rental share of units, etc.), and economic opportunity (unemployment rate, commute time, etc.).
Timelines for pre-move and post-move supports	Pre-move: self-paced, may take as little as two months, but the housing search process lasts 90 days on average; Post-move: series of home visits that end after two years; afterwards, clients can still receive support such as mediation, inspections, as-needed counseling, etc.
Family recruitment priorities	Prioritizes families with young children who are currently residing in Baltimore Public Housing or are assisted through the Housing Choice Voucher program, and/or are living in highly segregated neighborhoods with more than 75% African American population.
Taking new voucher families or existing families?	New families (and families in the program making second moves).
Are families required to make an opportunity move to receive services?	Yes, for the first two years of participation.
Program annual budget	\$1.6 million
Funding sources	HUD Housing Assistance Payment funding, fee-for-service income, and private foundations.
Administrative structure	BRHP is an independent sub-contractor of the Housing Authority of Baltimore City.
Number of families served annually	4,300 families; at any given point there are between 300-500 families active in the pre-move counseling program and around 1,000-2,000 families who are receiving the structured post-move counseling services.
Number/percentage of families who move to eligible areas annually served	All new families; the vast majority (78%) of families remain in their original homes or have made subsequent moves within opportunity areas.



PROGRAM DESCRIPTORS *continued*

Program cost per successful move	\$4,500
Retention; number of families that stay housed in target area over the program term	The average time in a family's first unit is nearly 4 years, so housing stability and retention in opportunity neighborhoods are high.
Participant financial supports	Direct financial assistance through Security Deposit Assistance and Driver's Education Assistance.
Landlord incentives and services	Not currently; in the past, BRHP has provided some incentives such as small grants and loans for the development of new project-based units in opportunity neighborhoods.
Recipient of Mobility Works Technical Assistance?	BRHP is a member of the Mobility Works technical assistance collaborative.
Any evaluation or assessment plan?	Internal data collection and evaluation mechanisms to track individual family progress, needs and outcomes; BRHP is currently participating in a Johns Hopkins study on housing mobility and asthma in children; Additionally, there have been several studies and evaluations of the locational and educational outcomes of families enrolled in the program prior to 2012 from Dr. Stefanie Deluca and her colleagues.

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Baltimore, MD 21201

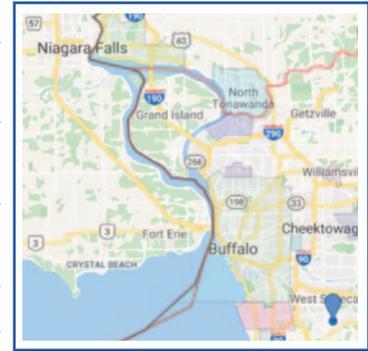
(410) 223-2222
www.brhp.org
facebook.com/BaltimoreHousing
twitter.com/_brhp



★ Buffalo, NY - Housing Opportunities Made Equal (HOME)

REGIONAL CONTEXT

Population:	2.1 million
Total Voucher Families with Children (2017):	7,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	9
Average Rental Vacancy Rate (2019):	4.3%
Black-White Dissimilarity Index:	0.624
Exception payment standards or SAFMRs:	Yes, exception payment standards based on SAFMRs in selected zip codes
SOI discrimination laws:	Yes, state law and city and county ordinances
MTW status:	No



HOME is a nonprofit that offers a housing mobility program through the Greater Buffalo Community Housing Center (GBHC), serving voucher holders in Erie County, NY. Currently HOME’s Community Housing Center (CHC), which runs the mobility program, is being transformed into the Greater Buffalo Mobility Assistance Program (MAP), funded through a grant from Enterprise Community Partners. CHC previously helped nearly 3000 people move to higher opportunity neighborhoods, and provided mobility information to nearly 5000 families. MAP aims to build on that solid background and expand to be able to serve more families comprehensively.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	CHC had 1 full-time mobility counselor and another who split their time; plus 1 director and a receptionist who helped out as needed. MAP will expand with 4 dedicated staff, including a program manager and senior mobility counselor.
Services offered	In addition to 1-1 with mobility counselors, CHC has an education seminar on mobility and fair housing laws. MAP hopes to expand with additional classes, including a financial literacy course in partnership with banks and nonprofits, and job training.
How are eligible mobility areas defined?	The eligible areas for moves are determined by identifying census tracts that obtain the levels of “high” or “very high” on the Child Opportunity Index 2.0, placing them at the top two quintiles of the distribution within Erie and Niagara Counties. Several tracts within the index levels of “Moderate”



PROGRAM DESCRIPTORS *continued*

	are included, as are several tracts with poverty rates below 15%.
Timelines for pre-move and post-move supports	Pre-move supports: 2-3 months Post-move supports: ideally a year, but no effective tracking.
Family recruitment priorities	Families with children.
Taking new voucher families or existing families?	Both; the old program only included families using a voucher for the first time.
Are families required to make an opportunity move to receive services?	Yes; HOME uses an eligibility map to determine eligible areas based on the Child Opportunity Index 2.0 and local knowledge.
Program annual budget	\$385,492 for the first year
Funding sources	Enterprise Community Partners and NY State Attorney General's Office
Administrative structure	Non-profit
Number of families served annually	80
Number/percentage of families served who move to eligible areas annually	80
Program cost per successful move	Not provided.
Retention; number of families that stay housed in target area over the program term	Not available.
Participant financial supports	CHC offered security deposits of up to \$400 and some moving expense coverage. MAP is hoping to include security deposits up to \$900, moving expense coverage, and small repair grants.
Landlord incentives and services	MAP is hoping to include landlord incentives.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	The program reports quarterly to Enterprise as part of the grant; MAP is hoping to develop internal services and tools (including the post-move supports and the ability to follow up with clients a year later).

Contact Information

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716 854-1400

Housing Opportunities Made Equal, Inc.

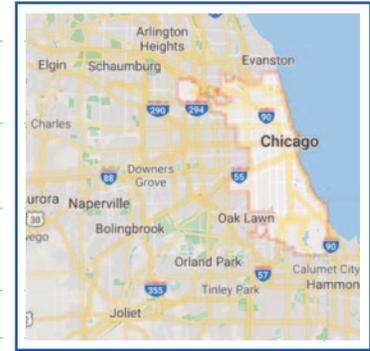
1542 Main Street (at Ferry)
Buffalo, NY 14209



★ Chicago, Illinois – Housing Choice Partners

REGIONAL CONTEXT

Population:	9.46 million
Total Voucher Families with Children (2017):	34,000
Share of Voucher Families with Children in Low Poverty Tracts:	14%
Share of Voucher-Affordable Units in Low Poverty Tracts:	26%
Number of PHAs:	21
Average Rental Vacancy Rate (2019):	5.7%
Black-White Dissimilarity Index:	0.753
Exception payment standards or SAFMRs:	Yes, exception payment standards in Chicago Housing Authority area of operation, and Small Area FMRs in Housing Authority of Cook County area of operation.
SOI discrimination laws:	Yes, in Chicago and Cook County
MTW status:	Yes, Chicago Housing Authority



Housing Choice Partners (HCP) was started in 1995 and currently works to promote racial and economic diversity in housing, breaking the cycle of intergenerational poverty. HCP’s goal is to expand the housing choices of very low-income families with rental vouchers so that no neighborhood feels out of reach. Since its inception, HCP has helped move more than 3500 families.

HCP’s relationship with CHA began in 2003 during its Plan For Transformation. The Plan for Transformation involved the demolition and rehabilitation of Chicago’s public housing developments; some of which were nationally known for its high crime and drug dealings. HCP was contracted to provide relocation counseling services to families relocating with a housing choice voucher. HCP helped to relocate hundreds of families to mobility and low poverty areas throughout Chicago and the Cook County region. HCP also provided Good Neighbor counseling to public housing families who relocated to CHA’s new mixed income developments. HCP continued providing relocation mobility services until 2011. From 2011 until present, HCP has contracted with CHA to provide mobility counseling to HCV participants.

Beginning in 2020, HCP is also assisting in a “two-generation” housing mobility demonstration with BPI as part of Phase 2 of the Creating Moves to Opportunity Initiative, along with MDRC and Opportunity Insights (other CMTO Phase 2 sites are in St. Louis and Milwaukee).



PROGRAM DESCRIPTORS

Number of dedicated mobility staff	14.5
Services offered	Pre-move and post-move counseling, landlord outreach, community engagement specialist, individual site visits, open houses, one-on-one meetings.
How are eligible mobility areas defined?	Community areas with 20% or less poverty and less than median reported violent crimes (.67 per 100 community area residents), or areas with improving poverty and violent crime rates along with significant job opportunity clusters (over 200 jobs per census block).
Timelines for pre-move and post-move supports	Clients generally receive 120 days to search for a housing unit; clients are required to have at least 45 days of search time remaining in order to enroll in the mobility program. HCP's client agreement starts the day of enrollment and is good for 12 months; HCP conducts a six-month post move home visit and may also provide post-move referrals and resources as needed prior to the visit.
Family recruitment priorities	Families with children 16 or younger
Taking new voucher families or existing families?	Both, but generally works more with existing families than new.
Are families required to make an opportunity move to receive services?	The Mobility Counseling Program is voluntary and clients may quit at any time, receiving all regular PHA services including the Exception Payment Standard for qualifying areas. However, families enrolled must choose a unit in a mobility area in order to receive a mobility incentive.
Program annual budget	\$1.3 million
Funding sources	Chicago Housing Authority; Cook County Community Development Block Grant; State of Illinois;
Administrative structure	Non-for-profit organization contracted with the Chicago Housing Authority to administer its Mobility Counseling Program. Contracts are generally for five years.
Number of families served annually	400
Number/percentage of families served who move to eligible areas annually	400
Program cost per successful move	\$3,600 (not including most post-move services, move-in fee, and limited security deposit coverage)
Retention; number of families that stay housed in target area over the program term	84% of families stayed in place over the course of one year.
Participant financial supports	\$500 per family (can be used for security deposits, moving fees, admin fees, or educational resources).
Landlord incentives and services	One month's rent.
Recipient of Mobility Works Technical Assistance?	HCP is a member of the Mobility Works technical assistance collaborative.
Any evaluation or assessment plan?	Monthly, quarterly, and yearly program evaluations; HCP receives a monthly report of goals met from contractor, client files are audited quarterly by a contractor, performance evaluations with a contractor are conducted twice per year, and past and present performance is critical to determine continued contractual agreements.



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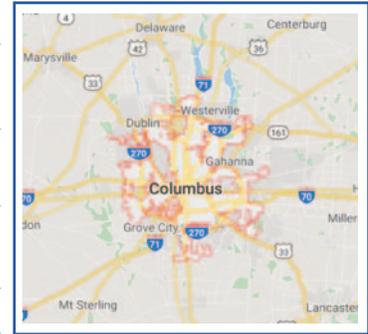
Housing Choice Partners
401 S LaSalle St, #1101
Chicago, IL 60605



★ Columbus, OH – Move to PROSPER

REGIONAL CONTEXT

Population:	2.1 million
Total Voucher Families with Children (2017):	7,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	9
Average Rental Vacancy Rate (2019):	4.3%
Black-White Dissimilarity Index:	0.624
Exception payment standards or SAFMRs:	Not applicable (not a voucher program).
SOI discrimination laws:	None
MTW status:	No



Move to PROSPER (MTP) is a pilot housing mobility program and an initiative of The Ohio State University's City and Regional Planning department along with community partners. OSU's Kirwan Institute for the Study of Race and Ethnicity also assisted with developing the curriculum. The pilot serves 10 families and is set to last three years. MTP began accepting applications in June 2018 and the 10 selected families moved into new homes in August of 2018. These families, all of whom have children enrolled in school, moved to the high performing school districts of Gahanna, Olentangy, Dublin, and Hilliard. Additionally, MTP developed a life coaching model that focuses on developing four key pillars with the participating families: housing stability, financial capability, improved health outcomes, and education and career goals. At the end of the pilot, the program hopes to expand to a demonstration project with 100 families. MTP aims to have the coaching program be replicable and available for use by other organizations.

Recently, MTP added a fourth year to its pilot due to the impact of COVID-19 on children's education and women's employment.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	5 coaches, 1 administrative assistant, coaching coordinator (part time, no full-time dedicated employees).
Services offered	Traditional mobility counseling; life coaching that covers financial stability and health and wellness; monthly meetings; landlord recruitment.



PROGRAM DESCRIPTORS *continued*

How are eligible mobility areas defined?	Kirwan Opportunity Index mapping (2017); chose school districts that were high performing, and properties with lower rents and on bus lines where the participants could afford to live with rental support of \$400/month.
Timelines for pre-move and post-move supports	Applications were accepted June 2018, and families moved August 2018; coaching continues throughout the pilot program; Year 3 plan is to conduct mobility counseling “in reverse”, helping residents stay or figure out next plan.
Family recruitment priorities	Low-income single women with low-wage jobs, who have 1-3 children ages 13 and under, at least one of whom is in school.
Taking new voucher families or existing families?	The program specifically asks for applicants that do not have Housing Choice Vouchers.
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	The budget for the pilot is \$536,000.
Funding sources	Grant from the Ohio Housing Finance Agency for evaluations; Private & corporate donations for rental support and coaching.
Administrative structure	Steering committee; chaired by Ohio State University professor.
Number of families served annually	10
Number/percentage of families served who move to eligible areas annually	Not available.
Program cost per successful move	Not available.
Retention; number of families that stay housed in target area over the program term	During Year 1, one family left the pilot and another was added; During Year 2, one family left the pilot.
Participant financial supports	Negotiation with the landlord to accept a flat \$250 security deposit; moving expenses covered; landlord reduces rent by \$100/month for 3 years.
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	Ohio State University conducts the evaluation plan; Move to PROSPER commissioned the evaluation.

Contact Information

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Move to PROSPER

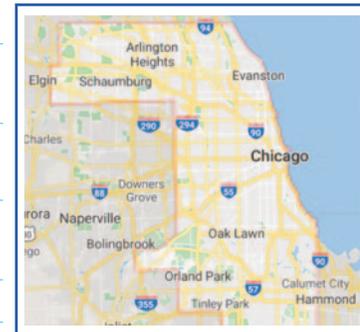
1070 College Ave
Columbus, OH 43209



★ Cook County, IL – Housing Authority of Cook County

REGIONAL CONTEXT

Population:	9.46 million
Total Voucher Families with Children (2017):	34,000
Share of Voucher Families with Children in Low Poverty Tracts:	14%
Share of Voucher-Affordable Units in Low Poverty Tracts:	26%
Number of PHAs:	21
Average Rental Vacancy Rate (2019):	5.7%
Black-White Dissimilarity Index:	0.753
Exception payment standards or SAFMRs:	Yes, SAFMR adopted for Housing Authority of Cook County area of operation
SOI discrimination laws:	Yes, Chicago and Cook County
MTW status:	CHA only – not Housing Authority of Cook County



The **Housing Authority of Cook County (HACC)**, working with Housing Choice Partners, has had a housing mobility program since the mid-1990s. In June of 2016, HACC created its Community Choice Program (CCP), a mobility counseling program fully administered by the HACC. The program aims to help voucher holders move to higher-opportunity communities in suburban Cook County. More than 265 families have made opportunity moves since 2016.

Community Choice supports households based on what families identify as most important and beneficial to their household and emphasizes the way that a voucher can provide greater access to the resources needed to meet their goals. The program provides pre -and post move mobility counseling, community outreach and information and landlord outreach and development. It has been successful at finding units by adjusting payment standards to meet median area rents based on Small Area FMRs and through a focus on landlord development, including monthly landlord workshops. In particular the program has found that participants, and other HCV families, benefit from the fair housing information that is provided as part of the program.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	There are 4 mobility counselors that provide counseling, one with a real estate broker's license that can focus on landlord development.
Services offered	Pre-move counseling: 1-on-1 assistance to assist with preparing for a move, referrals to units, community tours, transportation assistance, housing search and leasing process. Residents who enroll in the program also complete a series of 4 workshops aimed at providing information that is helpful in searching and securing a rental unit. Required workshops are: Orientation, Financial Literacy and Budgeting, Landlord and Tenant Relations and Fair Housing, and Housing search tools. Post move counseling for one year post-move.



PROGRAM DESCRIPTORS *continued*

How are eligible mobility areas defined?	Areas of opportunity were defined using census tracts with less than 10% poverty and 17% or less African American composition but starting in 2020 they will be defined using the Opportunity Atlas indicators including census tracts below 15% poverty, as well as local knowledge regarding neighborhood characteristics.
Timelines for pre-move and post-move supports	Pre-move support generally takes about 2-3 months, including outreach to families on the waitlist.
Family recruitment priorities	Families with children 13 and under. Must be in a non-opportunity area to be eligible.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Yes, to receive the financial incentive, and if they make a move within two years. All families can participate in workshops.
Program annual budget	Not provided.
Funding sources	HCV funds
Administrative structure	In-house
Number of families served annually	HACC's goal is to place over 100 families in opportunity areas per year, and has exceeded that goal every year. For 2020, as of May, HACC has leased up 60 families.
Number/percentage of families served who move to eligible areas annually	Not provided.
Program cost per successful move	Not provided.
Retention; number of families that stay housed in target area over the program term	Not provided.
Participant financial supports	Security deposits up to \$1,000; up to \$350 for move-in costs if not using security deposit.
Landlord incentives and services	Streamlined leasing process which includes: Expedited paperwork Mobility counselors conduct inspections Landlord recruitment and tenant referrals Landlord workshops Post-move support around tenancy
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	HACC is currently working on an evaluation process.

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**Housing Authority of Cook County
Community Choice Program**

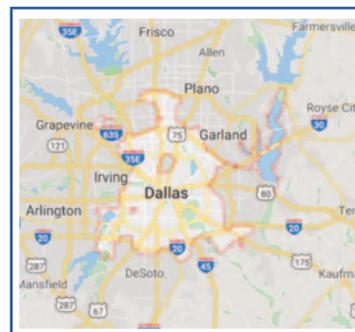
175 W. Jackson Blvd
Chicago, IL 60604



★ Dallas, TX – Inclusive Communities Project – Mobility Assistance Program

REGIONAL CONTEXT

Population:	7.57 million
Total Voucher Families with Children (2017):	22,000
Share of Voucher Families with Children in Low Poverty Tracts:	20%
Share of Voucher-Affordable Units in Low Poverty Tracts:	29%
Number of PHAs:	34
Average Rental Vacancy Rate (2019):	6.9%
Black-White Dissimilarity Index:	0.566
Exception payment standards or SAFMRs:	Yes, SAFMRs
SOI discrimination laws:	SOI ordinance passed by the city but is currently preempted by Texas state law
MTW status:	No



MAP Director Nicole Rolfe with Patricia, a housing mobility client.

The **Inclusive Communities Project (ICP)** was started in March 2005. It is a not-for-profit organization that works for the creation and maintenance of thriving racially and economically inclusive communities, expansion of fair and affordable housing opportunities for low-income families, and redress for policies and practices that perpetuate the harmful effects of discrimination and segregation. The focus of ICP’s mission has for the past 15 years been on working with families seeking to use their housing choice vouchers to access housing in safe, well-resourced, low poverty neighborhoods with high performing schools, safe environments, and access to opportunity for voucher holders. MAP works to ensure that families are made aware of and have access to high-quality rental housing in lower poverty, historically off-limits areas (HOAs) of Dallas, Collin, Denton, Tarrant, Rockwall, Ellis and Kaufman counties. Historically off-limits areas are defined by ICP as an area where the income falls at or above 80% of the area median income, the poverty rate is no more than 10%, and the public schools are high performing.

ICP runs one of the 3 “legacy” mobility programs in the country, which are the product of civil rights litigation that sought to give low income Black families access to better living conditions using their housing vouchers. ICP’s Mobility Assistance Program (MAP) has given voucher families fair housing and mobility counseling, housing search and move-related financial assistance with a focus on providing those families access to the benefits and opportunities that are available in predominately white neighborhoods and communities, from



which they have been historically excluded because of their race. The program has assisted approximately 5,000 families since 2005.

ICP started targeting counseling to Walker Settlement Voucher (WSV) recipients in 2005. WSV recipients received Settlement Vouchers which are allocated for Class Members only (African-Americans), who chose to live in a Walker targeted area which is an area defined by the court in the *Walker v. HUD* case. WTAs are census tracts where (according to the most recent Census data) the poverty rate is 22.3% or lower; the black population is 25.7% or lower; and there is no public housing.

As a result of ICP's impact litigation, all DHA (Dallas Housing Authority) voucher holders were targeted as of 2011 following in increase in the value of their vouchers which no longer steered them to high poverty areas.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	5.5 including 4 direct client contact counselors; the counselors' primary time commitment is direct interaction with clients from the initial briefing through post-move contact.
Services offered	For families attending a housing authority briefing, ICP provides education and information; for families requesting more individual assistance, ICP provides 1-1 pre-move counseling, housing search, and until recently move-related financial assistance. In addition, the program engages in landlord education and recruitment, post-move services based on an assessment, and group communications.
How are eligible mobility areas defined?	Historically off-limits areas (HOAs) are defined by ICP as an area where the income falls at or above 80% of the area median income, the poverty rate is no more than 10%, and the public schools are high performing.
Timelines for pre-move and post-move supports	Pre-move support starts immediately after a family receives a voucher; post-move support starts 60-90 days after the move.
Family recruitment priorities	Families with children.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No; the housing authority provides the voucher and families can make their move of choice; financial assistance is only available to families who are moving to HOAs.
Program annual budget	N/A
Funding sources	The Walker Housing Fund Charitable Trust, a resource made available through litigation; however, those funds will be exhausted in the next 1-2 years.
Administrative structure	Nonprofit providing mobility services to PHA clients.
Number of families served annually	1,600 families receive the education and housing search services annually; 400 receive the full array of services through a mobility move annually.
Number/percentage of families served who move to eligible areas annually	N/A



PROGRAM DESCRIPTORS *continued*

Program cost per successful move	N/A
Retention; number of families that stay housed in target area over the program term	N/A
Participant financial supports	Application fees, security deposits.
Landlord incentives and services	Yes, until recently the financial assistance could include up to one month's rent as an incentive/bonus.
Recipient of Mobility Works Technical Assistance?	ICP is a member of the Mobility Works technical assistance collaborative.
Any evaluation or assessment plan?	2013 Mobility Works report, which looked at the impact of various interventions that were associated with mobility moves, including provision of MAP's services.

Contact Information

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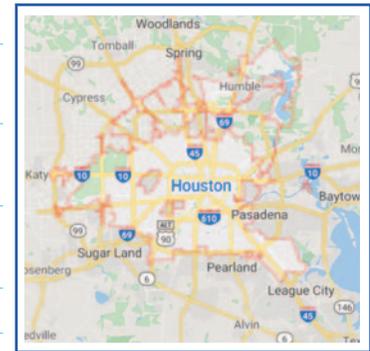
Inclusive Communities Project
3301 Elm Street
Dallas, TX 75226



★ *Houston, TX – NestQuest Houston*

REGIONAL CONTEXT

Population:	7.066 million
Total Voucher Families with Children (2017):	15,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	21%
Number of PHAs:	13
Average Rental Vacancy Rate (2019):	11.4%
Black-White Dissimilarity Index:	0.603
Exception payment standards or SAFMRs:	No
SOI discrimination laws:	No local or state law
MTW status:	No



NestQuest Houston was started in 2017 with the mission of increasing access to the best housing and educational opportunities for families. The organization works with voucher holders and local landlords to increase client access to areas with excellent schools within the City of Houston. NestQuest serves as a buffer between the owner and the housing authority. Through their sublease program, NestQuest holds the master lease to multiple units in selected apartment complexes, pays the rent and utilities directly, and then leases to families with vouchers. They work with landlords and apartment complexes that do not accept housing choice vouchers. Since its start, the program has moved over 50 families into apartments that are zoned to highly ranked schools (ranked B or higher). Currently, 25 families are active in the program.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	5
Services offered	Placement services based on the sublease model, including quarterly inspections, handling maintenance requests, and providing social service support.
How are eligible mobility areas defined?	NestQuest defines eligibility areas by the State's assessment of school quality. Every unit rented must be zoned to a high-performing school, meaning B or higher according to the Texas School Guide.
Timelines for pre-move and post-move supports	Clients complete a form at the first briefing and are encouraged to submit an inquiry or apply online; families remain on the program as long as they remain in the property and the children remain in the zoned school. Supportive services are provided on a case by case basis post-move; this is



PROGRAM DESCRIPTORS *continued*

	contingent on availability of funds and/or availability within other community organizations.
Family recruitment priorities	Voucher holders with at least one school-aged child (pre-K to 12th grade), actively in the process of moving, with moving funds available.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	\$1,000,000
Funding sources	Houston Endowment/Rockwell Fund
Administrative structure	Independent nonprofit
Number of families served annually	20-30
Number/percentage of families served who move to eligible areas annually	100%
Program cost per successful move	\$1700 per family
Retention; number of families that stay housed in target area over the program term	60%
Participant financial supports	No
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	No

Contact Information

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NestQuest Houston

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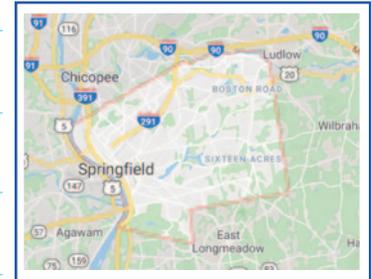


★ Massachusetts – Supporting Neighborhood Opportunity in Massachusetts (SNO Mass)

Springfield, MA

REGIONAL CONTEXT

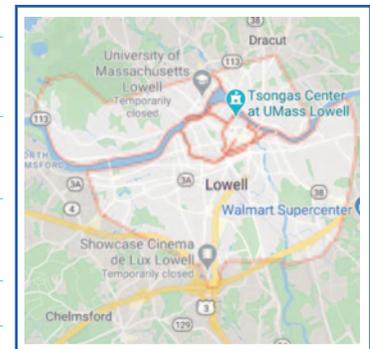
Population:	697,382
Total Voucher Families with Children (2017):	4,396
Share of Voucher Families with Children in Low Poverty Tracts:	6%
Share of Voucher-Affordable Units in Low Poverty Tracts:	18%
Number of PHAs:	8
Average Rental Vacancy Rate (2019):	4.2%
Black-White Dissimilarity Index:	0.632
Exception payment standards or SAFMRs:	Yes, exception payment standard based on Small Area FMRs adopted for MA DHCD mobility program
SOI discrimination laws:	Yes, state law
MTW status:	Yes, for MA DHCD



Lowell, MA

REGIONAL CONTEXT

Population:	4.87 million
Total Voucher Families with Children (2017):	22,000
Share of Voucher Families with Children in Low Poverty Tracts:	6%
Share of Voucher-Affordable Units in Low Poverty Tracts:	18%
Number of PHAs:	8
Average Rental Vacancy Rate (2019):	4.2%
Black-White Dissimilarity Index:	0.632
Exception payment standards or SAFMRs:	Yes, exception payment standard based on Small Area FMR adopted for MA DCHD mobility program
SOI discrimination laws:	Yes, state law
MTW status:	Yes, for MA DHCD



The **Supporting Neighborhood Opportunity in Massachusetts (SNO Mass)** program is a pilot program within the Massachusetts Department of Housing and Community Development (DHCD) that aims to reduce the number of Housing Choice Voucher (HCV) families with young children living in high-poverty neighborhoods, consistent with the principle of family choice, and to expand the opportunities for families with young children to move to and remain in high-opportunity neighborhoods with high-performing schools. The program offers pre-and post-move mobility counseling and financial supports to participants, conducts landlord outreach and helps to build and support landlord and tenant relationships. A customized housing search tool was developed for the pilot and has been an effective way for participants and staff to search for housing in challenging housing markets. One of the pilot's goals was to identify the tools, services, and resources that will be most effective at increasing the number of families moving to high-opportunity neighborhoods and maintaining housing stability over time. Preliminary assessments suggest that the program has been effective at increasing knowledge of and access to new neighborhoods for families in the pilot, and attracting new landlords to the HCV program.

The program started in April 2019 in two distinct geographic regions of the state – the Lowell/Lawrence metropolitan area and the Springfield metropolitan area. In the first nine months, 104 families completed mobility counseling, with 15 moves to higher opportunity areas. Seventy-five families are currently in the housing search phase of the program. The pilot phase served not only to test the program design, but also to understand the challenges and opportunities of implementing a state-wide program. Beginning in Spring 2020, DHCD began to implement an expansion of the program across the state.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	4 full-time Mobility Specialists - 2 at each site with one person at each site serving in a managerial role. Mobility specialists each provide counseling and landlord outreach and development.
Services offered	1-1 counseling with a dedicated mobility specialist that provides support during housing search, leasing process and after the family moves; Voluntary workshops focused on pre-move topics such as financial stability, fair housing, and landlord tenant relations; Information through neighborhood tours, and Community Profiles; access to a custom-built housing search tool; landlord outreach and mediation; post-move resources and counseling.
How are eligible mobility areas defined?	SNO Mass used the top 40th percentile of areas ranked by the Child Opportunity Index 2.0, with minor adjustments to ensure a sufficient number of opportunity areas in each region.
Timelines for pre-move and post-move supports	The program begins when a family attends an orientation, generally at least 60 days before a move, and families receive counseling and post-move supports as needed for up to two years post-move.
Family recruitment priorities	Depending on interest and response to pilot and outreach, eligible households will be prioritized as follows: (1) voucher holders with children under age 6, (2) voucher holders with children under age 13; and (3) voucher holders with children under age 18.
Taking new voucher families or existing families?	Existing



PROGRAM DESCRIPTORS *continued*

Are families required to make an opportunity move to receive services?	Yes, although they will not lose the voucher if they do not move to an opportunity area.
Program annual budget	\$357,000 for staffing/admin and program expenses at two agencies (not including DHCD staff time, participant and landlord financial supports).
Funding sources	SNO Mass is funded through DHCD's MTW Authority
Administrative structure	DHCD contracts with 9 regionally based nonprofits to administer the HCV program across the state. Two of them were part of the pilot described here.
Number of families served annually	Over 9 months 104 families received counseling.
Number/percentage of families served who move to eligible areas annually	15 moves to higher opportunity areas over 9 months
Program cost per successful move	Approximately \$2,323 in staffing/admin costs plus average participant support and landlord incentive.
Retention; number of families that stay housed in target area over the program term	Too soon to know
Participant financial supports	The program offers financial assistance with a cap of \$4000 per family including any second moves. The money is flexible based on participant needs and can be used for moving costs, security deposit, holding fees, rental application fees, post-move costs, etc.
Landlord incentives and services	There is a landlord incentive fund which is \$500 paid on lease-up with another \$500 paid upon lease renewal or turnover to another SNO Mass tenant.
Other process supports include	<ul style="list-style-type: none"> * A single point of contact to ensure clear and efficient transactions; * Quick response time for rent reasonableness and RFTA paperwork * Expedited inspections - And units that have minor repairs but meet HQS health and safety standards may be occupied prior to final approval.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	The program primarily uses Social Solutions Efforts to Outcomes (ETO) software for data tracking and reporting. Mobility Works is currently doing a program operations assessment and a multi-year evaluation of the program outcomes.

Contact Information

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<https://www.mass.gov/orgs/housing-and-community-development>

Community Teamwork, Inc.: <https://www.commteam.org/how-we-help/housing-utilities/housing-utilities-programs/sno-mass/>

Way Finders: <https://www.wayfinders.org/sno-mass-housing-mobility-program>

Massachusetts Department of Housing & Community Development (DHCD)

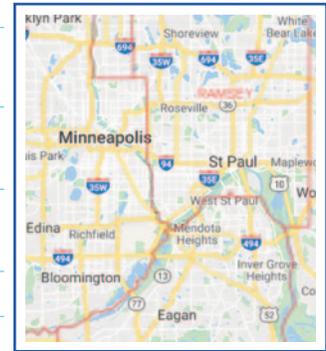
100 Cambridge Street, Suite 300
 Boston, MA 02115



★ Minneapolis/St. Paul – Part 1: Metropolitan Council Housing and Redevelopment Authority (Metro HRA)

REGIONAL CONTEXT

Population:	3.6 million
Total Voucher Families with Children (2017):	11,000
Share of Voucher Families with Children in Low Poverty Tracts:	34%
Share of Voucher-Affordable Units in Low Poverty Tracts:	44%
Number of PHAs:	27
Average Rental Vacancy Rate (2019):	4.0%
Black-White Dissimilarity Index:	0.551
Exception payment standards or SAFMRs:	Yes, Small Area FMRs adopted outside City of Minneapolis for Metro HRA area of operation (2019)
SOI discrimination laws:	Yes, local ordinance in Minneapolis but not currently in effect pending litigation
MTW status:	Yes, for MPHA, with additional partial joint MTW agreement with Metro HRA (2020)



The Metropolitan Council is a regional policy-making body, planning agency, and provider of essential services for the Twin Cities metropolitan region. The **Metropolitan Council’s Housing and Redevelopment Authority**, known as **Metro HRA**, administers the HCV program for more than 7,200 households throughout 100 communities in Anoka, Carver, and suburban Hennepin and Ramsey counties in the Twin Cities region. The Community Choice mobility program operating between 2015-2020, assists families with vouchers to locate and secure housing in a community of their choice that will provide them with the tools they need for success, prosperity and quality of life. The program offers mobility counseling which includes an emphasis on self-sufficiency, workshops, support navigating the housing search and leasing process, and assistance for up to two years post move. The program has also focused on building relationships with landlords through outreach and development and responsive service. The program also works with HousingLink a local non-profit that maintains a database of property listings and conducts research, outreach and landlord development services.

As of 2020 there were sixty-five families that received counseling services, 48 moves and 11 families who had been at the same address for at least two years. In a participant survey in (2017) participants in the program reported a large decrease in stress, greater engagement in extracurricular activities for kids, and on average moderate improvement in academic performances.

Currently the Metro HRA is working with local research partners to reframe “Areas of Concentrated Poverty” to focus on economic equality, identify positive attributes of neighborhoods, and create a balance of place



and people-based strategies. The Community Choice program is on hold while MPHA and Metro HRA develop an expanded joint housing mobility program using a regional MTW authorization from HUD and consider program design changes.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	Three Senior Outreach Coordinators, have a small caseload of Community Choice participants and also work with other special projects and programs that serve people experiencing homelessness or living with disabilities. One Outreach Coordinator who conducts housing search assistance and landlord outreach for hard-to-house voucher holders – broader than community choice. One Associate Outreach Coordinator who assists with housing search for the broader Housing Choice Voucher program.
Services offered	Participants establish action plans and self-sufficiency goals and create individual “portfolios” through 1-1 counseling assistance; attend mandatory Tenant Education workshop & Financial Literacy workshop which is a 2-day session and focuses on concepts of budgeting, being a good renter and developing relationships with landlords and neighbors – the development of skills and knowledge that will help families be successful renters. For housing search the program offers tours of new communities and prospective rental units, facilitates showings; pre-HQS inspections and families are provided with template documents to assist in the submission of written maintenance requests, reasonable accommodation requests and notices to vacate. Post move services are provided for up to two years that focus on overcoming barriers to success.
How are eligible mobility areas defined?	Poverty or school High performing schools (schools within top 40% of tracts based on 3rd & 8th grade meeting or exceeding reading and math proficiency + high school graduation rates) OR Less than 20% poverty Considerations: Access to Transportation Access to Employment Is the Area Gentrifying?
Timelines for pre-move supports and post-move supports	Pre-move Counseling will take place immediately after a family enters into a Participant Agreement. Two years of post-move in-home visits scheduled quarterly within 30 days after a tenant moves into a home.
Family recruitment priorities	Waitlist – new HCVs Current HCVs + MUST BE Have at least one minor child Live in area of concentrated poverty (ACP or ACP50) Willing to enter Participant Agreement agreeing to: Desire to move to opportunity area



PROGRAM DESCRIPTORS *continued*

	Follow Action Plan Goals [focused on Self-Sufficiency Matrix] Remain in contact with Outreach Coordinator for min of 2 years post-move NOTE: Committed to self-sufficiency
Taking new voucher families or existing?	Waitlist – new HCVs and Current HCVs
Are families required to make an opportunity move in order to receive services?	Yes, but clients keep voucher if they move.
Program annual budget	\$400,000
Funding sources	Metropolitan Council general fund
Administrative structure	Metro HRA is a policy making regional redevelopment authority that administers the HCV program in 4 counties in the Twin Cities area.
Number of families served annually	As of 2020 there are 42 families enrolled, but not admitting any new enrollees during new program design and development.
Number/percentage of families served who move to eligible areas annually	There have been 57 total enrollees since program implementation in December 2014. 48 (84%) moved to areas of opportunity 9 have not moved yet but continue to be enrolled
Program cost per successful move	Not yet available.
Retention: Number of families that stay housed in the target area over program term	Since 2015 11 families graduated (were enrolled for 2 years and remained in opportunity area upon exit) and 28 families currently enrolled have been in the program in an opportunity area for at least one year.
Participant financial supports	Housing Integration funds - \$3,000 for each enrolled family to assist with lease up and success specifically: Moving Costs: Application Fees Damage/Security Deposits Moving Companies Storage Unit Rental Fees Bridging Fees for Furniture Other as needed for example: Education Costs Internet Fees School Activity Fees Transportation—car repairs, vehicle down payment, bus passes
Landlord incentives and services	Hired outreach coordinator to engage LLs, help housing search. Outreach to 1,900 participating landlords. Emphasize marketing and service support to landlord and families "Smart" Renters Mediate Problems Refer to support services Regular Home visits to assisted units Streamlined Inspections Pre HQS inspections



PROGRAM DESCRIPTORS *continued*

Same staff person does inspections & is single point of contact
Landlord incentives have not been used but program will pay extra security deposit for higher risk tenants, pay off old rent or utilities owed, moving expenses, and other expenses to get the family integrated into a new neighborhood, school , etc (if that is the case).

Recipient of Mobility Works Technical Assistance? Yes

Any evaluation or assessment plan? In house research team conduct ongoing assessments.
Track pre- post move %change
Poverty
School Ratings
Racial Concentration
Income Level
Assets
Credit Score
Evaluation plan to be determined.

Contact Information

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651-602-1187

**Metropolitan Council Housing and
Redevelopment Authority**

390 North Robert Street
St. Paul, MN 55101



★ *Minneapolis/St. Paul – Part 2: Minneapolis Public Housing Authority (MPHA)*

Between 2010 -2017 the **Minneapolis Public Housing Authority (MPHA)'s Mobility Voucher Program (MPV)** worked to help families find housing in Areas of Opportunity and to reach Financial Self Sufficiency in Minneapolis and throughout the metropolitan area. The program, which was redesigned in 2016 and also paused intermittently, was structured to increase housing choices for families on the Housing Choice Voucher waiting list or current HCV participants who lived in areas of concentrated poverty. Overall, there have been 60 moves to areas of opportunity. Later iterations of the program focused on increasing landlord participation in the HCV program and streamlining the PHA's administrative processes across the HCV program including the mobility program. MVP is not accepting new participants while MPHA designs a new regional mobility program. MPHA and The Metropolitan Council Housing and Redevelopment Authority (Metro HRA), which operates in 4 counties are developing an expanded joint housing mobility program using a regional MTW authorization from HUD.



PROGRAM DESCRIPTORS

Number of dedicated mobility staff	1 Mobility Services Coordinator 1 Mobility Community Engagement Coordinator
Services offered	Mobility counseling that includes 3 pre-move meetings; creation of a family action plan with a needs assessment and identification of family self-sufficiency goals; and financial supports to assist with the housing search and moving process. Post-move: after the first month of the lease up.
How are eligible mobility areas defined?	Using census tract information about median family income to determine the concentration of poverty.
Timelines for pre-move and post-move supports	Pre-move: three months Post-move: Six months
Family recruitment priorities	1. Current HCVs 2. Waitlist Must be working, enrolled in school, or in job training program; have at least one child under the age of 15; Must live in a Non-ACP areas (tracts w/40% + at 185% poverty and 50%+ of color) to qualify for program.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	Not provided
Funding sources	PHA administrative fees, and grant funds for program research.
Administrative structure	Program is administered by the PHA staff.
Number of families served annually	25 households



PROGRAM DESCRIPTORS *continued*

Number/percentage of families served who move to eligible areas annually	Not available
Program cost per successful move	Not available
Retention; number of families that stay housed in target area over the program term	Not available
Participant financial supports	Application fees; moving costs, monthly metro cards for housing search; and security deposit assistance.
Landlord incentives and services	<p>Incentives, covered under a Memorandum of Understanding with the city, include:</p> <ul style="list-style-type: none"> * Property damage protections: The city will protect property owners by covering tenant damage claims that exceed the security deposit, up to \$2,500. * Property Owner Holding Fee: Fee of up to \$500 to the property owner to hold an approved unit for an eligible participant while awaiting the release of a pro-rated rental subsidy. * First Time HCV Property Owner Incentive: receive a one-time, \$250 incentive fee when they rent to a voucher holder for the first time.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	MPHA worked with their research team, consultants, and a local foundation to conduct evaluations of several components of the MVP Program.

Contact Information

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Kyle Hanson, Director of HCV and Human Services Programs

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 www.mphaonline.org

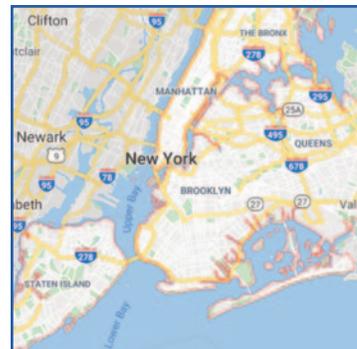
Minneapolis Public Housing Authority
 1001 N Washington Ave Suite #202
 Minneapolis, MN 55401



★ *New York, NY – NYC Department of Housing Preservation and Development – Housing Choice*

REGIONAL CONTEXT

Population:	19.2 million
Total Voucher Families with Children (2017):	82,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	27%
Number of PHAs:	125
Average Rental Vacancy Rate (2019):	4.3%
Black-White Dissimilarity Index:	0.768
	Exception payment standards or SAFMRs: Yes, exception payment standards
SOI discrimination laws:	Yes, state law and local ordinance
MTW status:	No



Housing Choice: HPD’s Mobility Counseling Program, was launched as a small pilot in July 2018. Initially intended as an 18-month pilot, HPD has extended the pilot period and continues to learn how to scale up the pilot over the coming years. The program was launched as part of HPD’s Family Self Sufficiency Program and uses Small Area FMRs to access rents in select New York neighborhoods with high performing schools and low crime rates. Housing Choice is intended to provide true choice to Housing Choice Voucher participants in where they live. The primary goal of the program was to learn what resources and elements are needed to develop a mobility counseling program in New York.

HPD (which is separate from the New York City Housing Authority) piloted Housing Choice for participants of its Family Self Sufficiency Program. HPD implemented Exception Payment Standards (or Small Area FMRs) for all voucher holders to improve access to units with higher rents in higher opportunity areas. The Agency also provides financial and other counseling during a pre-move counseling phase. Finally, the Pilot provides owner and tenant support for up to two years after a move. As a result of the Pilot, HPD introduced Exception Payment Standards (EPS) to all its voucher holders.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	As of June 2020, Housing Choice operates with 3 full-time staff and a contracted part-time financial counselor. The 3 full-time staff include a Property-Owner Liaison, a Mobility Counselor, and a Senior Project Manager. The program is under the guidance of the Executive Director of Policy and Special Programs.
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PROGRAM DESCRIPTORS *continued*

Services offered	Counseling services * Pre-move counseling * Housing search support * Post-move counseling * Owner support
How are eligible mobility areas defined?	HPD established its eligible areas by using Qualified Allocation Plan bonus point criteria for Low Income Housing Tax Credits. Eligible areas are defined at the zip code level since HPD's EPS areas are based on Small Area Fair Market Rents (SAFMR). EPS areas are those zip codes which meet one of the following three criteria: poverty rate that is less than 10%, felony crime rate that is less than 2.8 per 1,000, and better-resourced schools that are the school districts with the highest 3rd grade math test scores.
Timelines for pre-move and post-move supports	Participants are required to complete the pre-move counseling phase within 9 months from the date of selection but can complete it in as few as two months if interested in doing so. Participants may remain in the housing search phase for the term of a voucher (120 days) and up to two extensions consistent with HPD's voucher extension policy. Participants will also receive post-move support for two years after leasing.
Family recruitment priorities	The pilot is limited to Family Self-Sufficiency participants who are interested in moving. HPD conducted a lottery to select participation from those who expressed interest. Participants include households with or without children.
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	No; however, they will not receive financial benefits (security, broker's fee, etc) if they do not move into an EPS zip code.
Program annual budget	\$450,000
Funding sources	HCV Administrative fees
Administrative structure	City of New York – Department of Housing Preservation and Development is the PHA. Housing Choice is an in-house program that is part of HPD's HCV program at HPD's Division of Tenant Resources (DTR). To its approximately 36,000 HCV participants, HPD offers the Family Self-Sufficiency program. HPD launched its pilot program in the Policy and Special Programs unit where the FSS program is also administered. HPD contracts with a non-profit organization for financial counseling support to participants in both FSS and Housing Choice.
Number of families served annually	The pilot invited 50 households to participate in the program with a goal of 15 moves during the initial 18-month pilot period.
Number/percentage of families served who move to eligible areas annually	This information is not available as the pilot period has been extended.



PROGRAM DESCRIPTORS *continued*

Program cost per successful move	This information is not available as the pilot period has been extended.
Retention; number of families that stay housed in target area over the program term	This information is not available as the pilot period has been extended.
Participant financial supports	The pilot offered security deposits (one month rent), broker's fees (15% of annual rent), application and credit check fee, round trip metro cards to appointments at HPD, unlimited travel monthly metro-cards during the housing search phase, and moving cost allowance. HCV Admin fees are the source of funding for costs associated with up to 15 successful moves.
Landlord incentives and services	To property owners, the pilot offers one month rent as a bonus at lease signing and offers the assistance of a Property-Owner Liaison during the leasing process and up to two years after. Participating brokers will receive HCV training and leasing guidance directly from HPD's Housing Choice staff, minimizing the extent to which Owners will need to interact with HPD prior to lease-up.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	In the small pilot, the goal was to determine what it takes to administer a mobility counseling program at HPD. Specifically, the Pilot's intent was to determine if there is participant interest and identify what resources would be needed to develop and expand a full mobility counseling program at HPD. HPD is in the middle of designing the features of an expanded program based on lessons it's learning from the pilot.

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www.nyc.gov/hpd

**NYC Department of Housing Preservation
and Development**

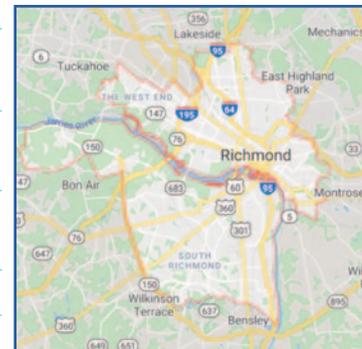
100 Gold St 4s3
New York, NY 10038



★ Richmond, VA – Housing Opportunities Made Equal of Virginia, Inc. (HOME)

REGIONAL CONTEXT

Population:	2.1 million
Total Voucher Families with Children (2017):	7,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	9
Average Rental Vacancy Rate (2019):	4.3%
Black-White Dissimilarity Index:	0.624
Exception payment standards or SAFMRs:	No
SOI discrimination laws:	Yes, state law (in effect July 2020)
MTW status:	No



Housing Opportunities Made Equal of Virginia, Inc. (HOME) is a nonprofit with the mission of ensuring equal access to housing for all people. The Move to Opportunity program began in January 2014 and offers housing counseling and education for homeownership, foreclosure prevention, tenancy, financial literacy, and reverse mortgage, and engages in research and advocacy work to advance fair housing throughout Virginia. From 2014 to 2019, HOME provided mobility

counseling to 1185 families, and facilitated 295 successful moves.



PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3 (2 housing specialists and 1 supervisor)
Services offered	Full assessment of family's housing situation and financial situation; landlord recruitment and outreach; assistance with initial inspection; case management; assistance with communication with neighbors, management office, repairs, etc.; community referrals
How are eligible mobility areas defined?	HOME defines opportunity areas as areas that are at or below 20% poverty rates using FFIEC Geomap.
Timelines for pre-move and post-move supports	Pre-move timeline is 120 days after receiving the voucher; post-move timeline is 12 months.



PROGRAM DESCRIPTORS *continued*

Family recruitment priorities	Families with children in the highest poverty rates, new voucher holders.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No; families have to have their voucher and be willing to expand their search, but HOME does not require them upfront to agree to make an opportunity move.
Program annual budget	\$275,972
Funding sources	VA DHCD, City of Richmond Affordable Housing Trust Fund, private community foundation.
Administrative structure	Independent non-profit
Number of families served annually	200
Number/percentage of families served who move to eligible areas annually	200; 73 moved to areas of "opportunity"
Program cost per successful move	Not available.
Retention; number of families that stay housed in target area over the program term	Not available.
Participant financial supports	Limited security deposit funds.
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Internal client and landlord surveys; study by the Richmond Memorial Health Foundation on some of the clients' moves in the first three years.

Contact Information

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Housing Opportunities Made Equal of Virginia, Inc. (HOME)

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Richmond, VA 23219



★ San Diego, CA – San Diego Housing Commission - Choice Communities Initiative

REGIONAL CONTEXT

Population:	3.3 million (entire county – SDHC program limited to the city of San Diego)
Total Voucher Families with Children (2017):	9,000
Share of Voucher Families with Children in Low Poverty Tracts:	16%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	6 (but SDHC is only PHA within San Diego city)
Average Rental Vacancy Rate (2019):	5.8%
Black-White Dissimilarity Index:	0.522
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	Yes



Housing search training session at the San Diego Housing Commission.

In 2009, HUD designated the **San Diego Housing Commission (SDHC)** as a **Moving to Work** agency. With this flexibility, SDHC created the **Choice Communities** initiative in 2010, to deconcentrate poverty, increase housing opportunities for low-income rental assistance families & provide access to neighborhoods with greater opportunities. In 2018, the Choice Communities initiative was expanded. SDHC divided City of San Diego (City) ZIP Codes into three communities, Signature, Enterprise, and Choice Communities. Each with a payment standard. Higher payment standards are

set in Enterprise and Choice Communities where rental costs are higher. A Mobility Counseling program and expanded security deposit loan program was implemented.

The Choice Communities’ Mobility Counseling program was started in January 2018, and was expanded in August 2019. This included the creation of a landlord services unit, which became the new home for the mobility counseling program, along with the landlord partnership program and the security deposit loan



program. The expansion brought these linked programs underneath one umbrella, and enhanced customer service for both landlords and participants. Mobility counseling was launched to assist San Diego Housing Commission HCV families moving into an Enterprise or Choice by increasing housing opportunity, and promoting upward mobility.

From 2018 to July 2019, the program helped over 1,696 families move into Choice and Enterprise communities. Since Choice Communities' start in 2010, the security deposit loan program provided 945 security deposit loans, totaling \$1.2 million for clients moving Choice/Enterprise communities.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	Up to July 2019, there were 2 staff members. With the expansion in 2019, there are now 5 mobility counselors and 1 landlord liaison, with 1 manager.
Services offered	Pre-move counseling and education; workshops on-site; housing search assistance and help with rental applications and coordinating unit viewings; housing search workshop; 1-on-1 help.
How are eligible mobility areas defined?	Enterprise and Choice communities are informed by neighborhoods associated with Small Area FMRs.
Timelines for pre-move and post-move supports	No time limits on pre-move support; post-move support is 90 days, and then 300 days; after 300 days, clients are no longer enrolled in the program.
Family recruitment priorities	No official program population
Taking new voucher families or existing families?	Both; the program is marketed when tenants receive vouchers for the first time or if a client is moving with continued assistance.
Are families required to make an opportunity move to receive services?	The mobility counseling will and security deposit loan assistance is available to families moving into an area of opportunity, currently an Enterprise or Choice Community in an effort to deconcentrate poverty and promote upward mobility.
Program annual budget	\$906,754 in FY2021
Funding sources	Flexibility with MTW
Administrative structure	Full time in-house; run by San Diego Housing Commission
Number of families served annually	900 families in 2018-2019
Number/percentage of families served who move to eligible areas annually	In 2019, an average of 37% of families moved to Choice/Enterprise areas.
Program cost per successful move	N/A
Retention; number of families that stay housed in target area over the program term	N/A
Participant financial supports	Security deposit no-interest loan (24 months)



PROGRAM DESCRIPTORS *continued*

Landlord incentives	Landlord outreach and engagement; monthly landlord educational seminars held by counseling team; on-site trainings and workshops upon request; leasing incentive payments (SDHC pays vendor \$500 for leasing to Section 8 families); assurance fund (landlords can submit claims to receive funds to cover repairs in units, only available during first 2 years of tenancy with a max of \$3,000), move flexibility allowance (if tenant vacates a subsidized unit to move to another, SDHC covers up to 5 days in overlap to ensure no landlord is financially harmed).
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	Utilize metrics in agency's MTW plan, measuring increases in resident mobility with the aim of increasing the number of households in the program.

Contact Information

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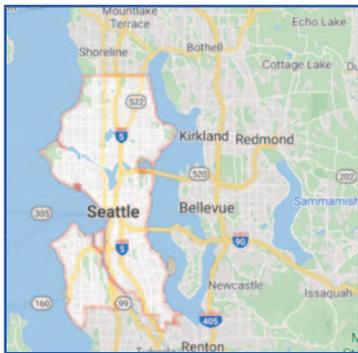
619-578-7131

San Diego Housing Commission
1122 Broadway, Suite 300
San Diego, CA 92101



★ *Seattle, WA – Seattle and King County Housing Authorities – Creating Moves to Opportunity*

REGIONAL CONTEXT

Population:	3.9 million	
Total Voucher Families with Children (2017):	13,000	
Share of Voucher Families with Children in Low Poverty Tracts:	28%	
Share of Voucher-Affordable Units in Low Poverty Tracts:	39%	
Number of PHAs:	7	
Average Rental Vacancy Rate (2019):	4.4%	
Black-White Dissimilarity Index:	0.516	
Exception payment standards or SAFMRs:	Yes, exception payment standards	
SOI discrimination laws:	State law and local SOI ordinances for Seattle, Bellevue, Kirkland, Redmond, Renton, and unincorporated King County are in place	
MTW status:	Yes, both Seattle and King County Housing Authorities	

The **Seattle and King County Housing Authorities** are piloting a multi-year demonstration called **Creating Moves to Opportunity (CMTO)**. The demonstration began in April 2018 after over a year of planning, with pilot enrollment occurring from December 2017 until March 2018, Phase One Study Enrollment from April 2018 to February 2019, and Phase Two Study Enrollment from July 2019 through March 2020. Primary program services for Phase One consisted of three components including education about opportunity areas, rental application coaching and housing locator services. Landlord engagement activities included landlord outreach, mitigation funds and an expedited lease up process.

Phase One results were published along with other resources and program information and can be found at <https://opportunityinsights.org/paper/cmt0/>

CMTO was designed to reduce the barriers that families face in moving to higher-opportunity areas. CMTO used a randomized controlled trial to evaluate the effectiveness of CMTO. Phase One was conducted with 430 families and the results showed that CMTO increased opportunity moves by 38 percentage points. The program has demonstrated that services delivered made a significant difference for participating families. Additional findings from the demonstration illustrated the ways in which the program worked to improve the broader reputation of the HCV program and how to increase landlord engagement.



PROGRAM DESCRIPTORS

Number of dedicated mobility staff	At nonprofit: 4 full time Navigators, 1 full time administrative assistant, ? of a manager At PHAs: 2 “project manager” staff (one at each PHA) and 4 Housing Counselors (two at each PHA)
Services offered	Services are provided by a local non-profit agency (Interlm CDA) contracted by the Housing Authority. Family Navigators and Housing Navigators are responsible for the majority of services; Family Navigator services are family focused while the Housing Navigators are responsible for landlord focused activities. Families are enrolled into CMTO by Housing Authority staff and, if assigned to receive CMTO services, are referred to a family navigator at the non-profit. Family Navigator services provide 1-1 counseling support that includes: (1) Opportunity Area Education (2) Rental Application Coaching and (3) Housing Locator Services. Housing Navigators engage landlords through (1) Landlord Outreach (2) Mitigation Funds (3) and an expedited lease up process.
How are eligible mobility areas defined?	The eligible areas for moves are determined by identifying census tracts with rates of upward mobility roughly in the top third of distribution within Seattle and King County using The Opportunity Atlas, with considerations for factors such as neighborhood change, availability of units, and tracts that already have many vouchers.
Timelines for pre-move and post-move supports	CMTO services begin once a family is referred to the non-profit and ends when the family leases a unit or their voucher expires. Vouchers are issued for 120 days with flexible extension policies.
Family recruitment priorities	Families from the Housing Choice Voucher waitlist with at least one child below age 15 and income eligible to receive a voucher.
Enrolling new voucher families or existing families?	New voucher families, drawing from the waitlist.
Are families required to make an opportunity move to receive services?	No, families did not have to move to an opportunity area in order to receive the voucher or CMTO services. Housing Search Assistance, Expedited Leasing and financial assistance are only available in opportunity areas.
Program annual budget	Incremental HAP cost per lease per year is \$2,630 as a result of moving to more expensive neighborhoods.
Funding sources	Program costs were funded by the Bill and Melinda Gates Foundation and the Housing Authorities. Research was funded by the Bill and Melinda Gates Foundation, Chan-Zuckerberg Initiative, Surgo Foundation, William T. Grant Foundation, and Harvard University.
Administrative structure	Program Operations: contracted local non-profit and dual PHA administration.
Number of families served annually	430 eligible families in Phase One, split randomly into control (standard services) and treatment.



PROGRAM DESCRIPTORS *continued*

Number/percentage of families served who move to eligible areas annually	53% of the experimental group (mobility services received) and 15% of the control (no mobility services received).
Program cost per successful move	Cost of CMTO services per family issued: \$2,660: \$1,043 of financial assistance, \$1,500 of labor costs for services and \$118 in additional PHA expenses. (Cost of CMTO per opportunity move: \$5,006).
Retention; number of families that stay housed in target area over the program term	Less than 10 families have moved again after Year 1; there is no requirement to stay in a high opportunity area after the initial move.
Participant financial supports	Financial assistance (with a cap of \$3500) that can cover security deposits, holding fees, rental application fees, and renter's insurance in opportunity areas only.
Landlord incentives and services	Mitigation funds that can be used to recoup damages beyond the security deposit. Streamlined inspections and leasing process and Housing Navigator support.
Recipient of Mobility Works Technical Assistance?	Initial staff training only
Any evaluation or assessment plan?	CMTO Phase One and Phase Two; JPAL and MDRC; Opportunity Insights

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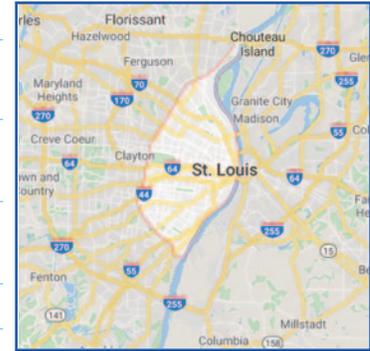
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★ St. Louis, MO – Ascend STL

REGIONAL CONTEXT

Population:	2.1 million
Total Voucher Families with Children (2017):	7,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	9
Average Rental Vacancy Rate (2019):	4.3%
Black-White Dissimilarity Index:	0.624
Exception payment standards or SAFMRs:	Yes, exception payment standards, and exception payment standards based on SAFMRs for several zip codes
SOI discrimination laws:	Yes, local SOI ordinances in St. Louis and Clayton
MTW status:	No



Ascend STL began in March 2017 to host a regional mobility program, Mobility Connection, in partnership with the St. Louis Housing Authority (SLHA) and the Housing Authority of St. Louis County (HASLC). This year, they are starting a new partnership with MDRC and rolling out a new program while winding down their legacy program, which officially ended in March 2020 (MDRC and Opportunity Insights are conducting research on the St. Louis program along with Chicago and Milwaukee as part of Phase 2 of the Creating Moves to Opportunity Initiative). The legacy program aimed to increase the number of families living in high opportunity areas, and accomplished 76 high opportunity area moves.

The legacy program helped connect HCV families with homes in High Opportunity Areas throughout the St. Louis region. These areas are defined by census tracts in St. Louis City and County where 10% or fewer families live in poverty and 10% or less of the housing units are subsidized. The determination is based on data from the most recently available American Community Survey 5-year estimates, or the Decennial Census and Picture of Subsidized Housing (PIC) data aggregated by HUD.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	2
Services offered	Collaboration between city and county housing authority; property owner outreach; counseling; workshops.
How are eligible mobility areas defined?	In the legacy program, High Opportunity Areas are census tracts where 10% or less of families live in poverty and 10% or less of the units are subsidized. Moving forward, the High Opportunity Area map will be based



PROGRAM DESCRIPTORS *continued*

	off of Opportunity Insights' map of the high mobility areas; around top 40% of the most mobility enhancing CTs for the region, with additional input from local officials.
Timelines for pre-move and post-move supports	Enrollment is contingent upon voucher expiration date/lease end date, but families are enrolled 2-3 months after their first appointment; referrals are given 6-7 weeks ahead of their end-of-lease date; post-move check-in after one month; post-move referrals.
Family recruitment priorities	Legacy program: program is open to any families with a voucher from STL City or County, pending a light background check. New program: Only families with children 12 or younger will qualify.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Yes, in high opportunity areas.
Program annual budget	\$153,000
Funding sources	St. Louis Housing Authority, Housing Authority of St. Louis County, small dollar grants from local entities.
Administrative structure	In-house; leadership team made up of top staff from housing authorities that oversee and make big decisions about the program.
Number of families served annually	102 (2018)
Number/percentage of families served who move to eligible areas annually	25 (2018)
Program cost per successful move	Not available.
Retention; number of families that stay housed in target area over the program term	Not available.
Participant financial supports	Second application fee.
Landlord incentives and services	Property owner outreach, assistance to landlords with paperwork and inspections.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Annual reports; assessment tool based on rate of successful property owners.

Contact Information

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Ascend STL
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St. Louis, MO 63106



★ Westchester, NY – Westchester Neighborhood Choice Program

REGIONAL CONTEXT

Population:	19.2 million	
Total Voucher Families with Children (2017):	82,000	
Share of Voucher Families with Children in Low Poverty Tracts:	12%	
Share of Voucher-Affordable Units in Low Poverty Tracts:	27%	
Number of PHAs:	125	
Average Rental Vacancy Rate (2019):	4.3%	
Black-White Dissimilarity Index:	0.768	
Exception payment standards or SAFMRs:	Yes, exception payment standards	
SOI discrimination laws:	Yes, state law and local ordinance	
MTW status:	No	

The Enhanced Section 8 Outreach Program (ESOP), founded as a settlement of the *Giddins v. HUD* case in 1993, was phased out in 2016 and replaced by a state of New York housing mobility program administered by CVR Associates Inc., a private contractor that also administers the Housing Choice Voucher program in Westchester County for the State Division of Housing and Community Renewal. The **Westchester Neighborhood Choice Program (WNCP)** launched in 2016 after absorbing the caseload of the Enhanced Section 8 Outreach Program. WNCP works to maintain the tenancy of ESOP's former clients through increased payment standards, landlord tenant mediation, lease negotiations and individualized customer service for landlords and connections to social services for tenants. The program helps families relocate from impacted areas to opportunity areas, adapt to the new community, and adjust to new schools while remaining housed long term. The program has successfully helped 88 families since 2016 move to opportunity areas.

Because Westchester County is one of the most segregated and expensive housing markets in the country, the rents in Westchester's opportunity neighborhoods are far more than the county average. As such, WNCP has secured payment standards at 120% of the county FMR as well as authorization to use 110% of SAFMRs in designated opportunity areas, which are necessary to have even minimal rental options.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3
Services offered	Pre-move counseling, post-move counseling, housing search assistance, landlord recruitment; additionally, credit counseling is available through partners



PROGRAM DESCRIPTORS *continued*

How are eligible mobility areas defined?	WNCP defines opportunity areas as census tracts in Westchester County with no more than 60% minority concentration, no more than 20% poverty concentration, and where a majority of students are passing 4th grade proficiency exams and passing the majority of Regents exams.
Timelines for pre-move and post-move supports	From the scheduled intake assessment it can take up to 6 months for the client to move; post-move follow up is done 30 days after as home visits. An average term of client participation is 9 years.
Family recruitment priorities	Families with children, particularly children ages 13 and under. The priorities were established by the State and CVR Associates Inc.
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	Yes; pre-move counseling is open for all those interested in an opportunity area
Program annual budget	Not provided.
Funding sources	State-funded/HCV administrative fees
Administrative structure	CVR Associates Inc. is contracted by the state to manage the program. Services are provided in-house.
Number of families served annually	150
Number/percentage of families served who move to eligible areas annually	20
Program cost per successful move	Not available.
Retention; number of families that stay housed in target area over the program term	Not available.
Participant financial supports	Security deposits are provided as a last resort and are equal to one month's rent. There is a reimbursement for broker fees to tenants if the tenant hires a broker.
Landlord incentives and services	No; landlords are generally willing to participate in the program and there are more than enough potential landlords available.
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	There is no external evaluation or assessment. CVR collects data on how families are doing in their opportunity area.

Contact Information

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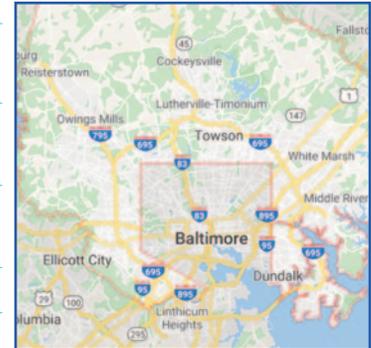


NEW AND EMERGING PROGRAMS

▲ *Baltimore County*

REGIONAL CONTEXT

Population:	827,370
Total Voucher Families with Children (2017):	3,600
Share of Voucher Families with Children in Low Poverty	44% (includes BRHP Vouchers)
Share of Voucher-Affordable Units in Low Poverty Tracts:	38%
Number of PHAs:	2
Average Rental Vacancy Rate (2019):	9% (2018)
Black-White Dissimilarity Index:	0.644
Exception payment standards or SAFMRs:	not specifically for Baltimore County program
SOI discrimination laws:	Yes, local ordinance and state law (effective October 2, 2020)
MTW status:	No



In March of 2016, **Baltimore County** and HUD entered into a conciliation and voluntary compliance agreement pursuant to a fair housing complaint filed by the NAACP Baltimore County Branch, Baltimore Neighborhoods, and three individual complainants. The agreement requires Baltimore County to create a mobility program which will allow 2,000 families to move to opportunity areas over a 10 year period. The agreement identified specific high opportunity census tracts for the mobility program.

The VCA provides that the mobility program is to focus on families residing in census tracts that have been identified as areas of African-American racial concentration in the County's Analysis of Impediments or Assessment of Fair Housing. It sets requirements for the services the County must provide, including four full time staff, a landlord outreach program, and an outreach plan to inform participating families and other eligible families about the program. The VCA also specifies a number of activities the mobility program must include, such as 36 months of counseling services (pre- and post-move), development of a Family Plan, outreach plan, 36 months of mobility counseling including pre- and post-move counseling, individual family plans, credit repair, financial literacy, household banking and budgeting, housekeeping and maintenance tips, negotiations with landlords, housing banking and budgeting, referrals to training and employment options, a fund to assist with moving expenses, security deposits, application fees, orientation to new communities and linkage with community organizations, fair housing briefings, and assistance and referrals if families encounter discrimination or harassment.

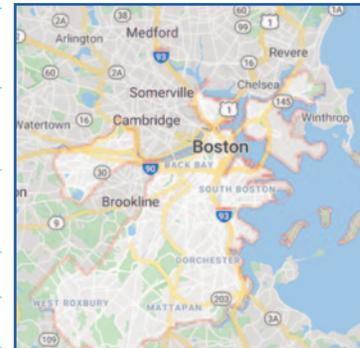
As per the VCA, the program is to use payment standards up to 120% for housing in certain census tracts and is to increase payment standards over 120% (contingent on HUD's approval) as needed to help families obtain housing in target areas. The program will also conduct outreach to landlords in the specified in order to market the program and increase the availability of housing.



▲ *Boston, MA – Expanded Choice in Housing Opportunity (ECHO) – Boston Housing Authority*

REGIONAL CONTEXT

Population:	4.87 million
Total Voucher Families with Children (2017):	22,000
Share of Voucher Families with Children in Low Poverty Tracts:	6%
Share of Voucher-Affordable Units in Low Poverty Tracts:	18%
Number of PHAs:	8
Average Rental Vacancy Rate (2019):	4.2%
Black-White Dissimilarity Index:	0.632
Exception payment standards or SAFMRs:	BHA has adopted regional SAFMRs for its area of operation (Greater Boston)
SOI discrimination laws:	Yes, state law and local ordinance
MTW status:	No



The Boston Housing Authority is in the beginning stages of establishing a mobility program. The **Expanding Choice in Housing Opportunity ('ECHO')** pilot program, launched in the fall of 2018, is focused on lowering barriers for families to rent with their voucher. The program utilizes 1-on-1 counseling in conjunction with a custom-designed housing search tool that helps families identify the neighborhoods that best meet their needs. The program determines these Expanded Choice Communities (ECC) through metrics on school quality and public safety. BHA does not limit a family from moving to a non-ECC community, since the focus of the program is family choice and expanding their choices available to families.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	2 full-time; several others who work part-time including consultants
Services offered	1-on-1 counseling including financial counseling
How are eligible mobility areas defined?	Not provided
Timelines for pre-move and post-move supports	Vary based on individual circumstances of each family
Family recruitment priorities	Families are recruited by their interest to participate
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	No
Program annual budget	\$600,000



PROGRAM DESCRIPTORS *continued*

Funding sources	Boston Housing Authority administrative fees; some grant funding awarded by the Boston Foundation and Azayea to fund the design of the housing search tool
Administrative structure	In-house
Number of families served annually	The goal is to serve 100 families per year
Number/percentage of families served who move to eligible areas annually	Not available
Program cost per successful move	Not available
Retention; number of families that stay housed in target area over the program term	Not available
Participant financial supports	Landlord guarantee program (replaces security deposit)
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	Yes, Department of Urban Studies and Planning at MIT.

Contact Information

Boston Housing Authority

52 Chauncy Street
Boston, MA 02111

(617) 988-4000

www.bostonhousing.org



▲ Charlotte, NC – INLIVIAN Housing Redefined

REGIONAL CONTEXT

Population:	2.6 million
Total Voucher Families with Children (2017):	6,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	22%
Number of PHAs:	14
Average Rental Vacancy Rate (2019):	7.7%
Black-White Dissimilarity Index:	0.531
Exception payment standards or SAFMRs:	Yes, Small Area FMRs
SOI discrimination laws:	No
MTW status:	Yes



The **Charlotte Housing Authority** recently rebranded as **INLIVIAN** to reflect its role as an entrepreneurial agency focused on solutions to housing. INLIVIAN's Opportunity Housing Program began in December 2018, with families leasing up in January of 2019. The program offers families with young children the ability to move into higher opportunity areas. Targeted neighborhoods are mapped out by census tract with payment standards applied. These neighborhoods have lower crime rates with improved education, transportation, and employment choices. Families can use their subsidy not just to pay the rent, but to advance household goals as well.

Since its start, INLIVIAN has helped 36 families move from low opportunity areas to high opportunity areas. Most of the families have relocated from a PBV location.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	1 case manager
Services offered	Pre-move info sessions are offered; classes include financial literacy, conflict resolution, housing and maintenance; landlord outreach.
How are eligible mobility areas defined?	Using an opportunity index made up of test scores, poverty rates, AFFH job density index, AFFH transit index, and crime rate; additionally, have layered on the opportunity atlas
Timelines for pre-move and post-move supports	Pre-move (info sessions/voucher issuance): 60 days. Post-move (lease up success rate): 30-120 days.
Family recruitment priorities	Selected families consist of one or more children and at least one child that is up to age 8 years or younger; households must earn a minimum annual income of \$18,500; selected



PROGRAM DESCRIPTORS *continued*

	families will be employed continuously for at least 1-2 years with a maximum gap in employment of 30 days.
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	Yes; families must remain in the unit for 18 months.
Program annual budget	Not Provided.
Funding sources	Supportive services program (MTW)
Administrative structure	Administrative Fees.
Number of families served annually	36; the goal is to have 100 families enrolled in the program by 2021
Number/percentage of families served who move to eligible areas annually	36
Program cost per successful move	Not available
Retention; number of families that stay housed in target area over the program term	Not available
Participant financial supports	Security deposits from grant funding are provided if needed.
Landlord incentives and services	HCV program incentives include a sign-on bonus for a new unit in the amount of \$250. Mitigation funds available up to \$1,000 for damages.
Recipient of Mobility Works Technical Assistance?	Mobility Works provided an initial consultation.
Any evaluation or assessment plan?	Currently working on outcomes and track data and information with families, in addition to metrics to determine how they measure the success of participants in the program.

Contact Information

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**INLIVIAN Housing Redefined
Opportunity Housing**
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▲ Cleveland, OH – Cuyahoga Metropolitan Housing Authority

REGIONAL CONTEXT

Population:	2 million
Total Voucher Families with Children (2017):	9,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	22%
Number of PHAs:	8
Average Rental Vacancy Rate (2019):	3.9%
Black-White Dissimilarity Index:	0.729
Exception payment standards or SAFMRs:	Yes, exception payment standards based on SAFMRs adopted for CMHA
SOI discrimination laws:	No countywide or state law; the cities of South Euclid, University Heights, Warrensville Heights, and village of Lindale all have local SOI ordinances
MTW status:	No



In Cuyahoga County, Ohio, the **Cuyahoga Metropolitan Housing Authority (CMHA)** is working to create a regional mobility program following release of the HUD Mobility Demonstration NOFA and award of a grant. The goal of the program is to affirmatively market to families with young children who live in high poverty neighborhoods in order to provide expanded housing choice and help them move to well-resourced areas throughout Cuyahoga County. Eligible households will either be current HCV voucher holders, applicants on the waitlist, or residents of a public housing unit that has converted to a RAD property with the option for Choice Mobility. In the long-term, the program seeks to improve housing stability for participating families, improve satisfaction with housing and neighborhoods, and improve a range of life outcomes.

CMHA has also adopted exception payment standards in selected zip codes based on SAFMR standards and has selected the Fair Housing Center for Rights and Research as its contractor to administer the mobility program.

The proposed program will offer a comprehensive set of services to families. These will include workshops, housing search assistance, opportunity tours, and referrals to services to address needs such as credit repair. Mobility counselors will also work one-on-one with families to identify goals and housing needs as well as ideal housing locations and any barriers to leasing. Post-move counseling will focus on supporting families in their new communities and involve assistance with identifying resources and check-ins 30 days after a move and every quarter thereafter for an additional 18 months.



CMHA's 2019 draft plan for the mobility program – which will be shaped consistent with the NOFA's requirements – envisions recruiting 500 families with children currently residing in high-poverty neighborhoods within the first year and facilitating at least 200 moves to well-resourced areas.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3-4
Services offered	Pre-move and post-move counseling, opportunity tours, workshops, service referrals, landlord outreach.
How are eligible mobility areas defined?	Initially, eligible census tracts for moves have been identified using diversitydatakids.org's Child Opportunity Index 2.0 along with additional local data and knowledge.
Timelines for pre-move and post-move supports	Exact timelines for pre-move and post-move support have yet to be determined. Post-move support will last for at least 18 months after a move.
Family recruitment priorities	Families with children age 12 or under
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No, Families are only required to consider an opportunity move to receive services.
Program annual budget	Not yet determined.
Funding sources	Awaiting funding
Administrative structure	CMHA will contract with the Fair Housing Center for Rights and Research to administer the program
Number of families served annually	200
Number/percentage of families served who move to eligible areas annually	Not yet available.
Program cost per successful move	Not yet available
Retention; number of families that stay housed in target area over the program term	Not yet available.
Participant financial supports	Assistance provided as needed to offset costs of application fees, security deposits, and move-in fees. Post-move financial supports will help address financial barriers caused by move or to help children participate in community and/or school activities.
Landlord incentives and services	Holding fee (of up to 1 month's rent), Inspection Repair Readiness Fund (up to \$500 to make minor repairs to meet HQS requirements), Mitigation Fund.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Not determined yet.



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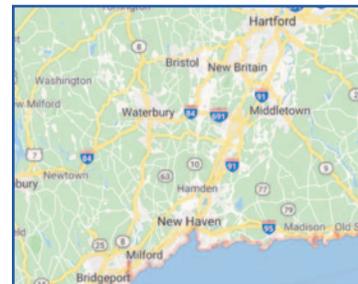
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Cleveland, OH 44104-3101



▲ Connecticut – CT Department of Housing

REGIONAL CONTEXT

Exception payment standards or SAFMRs:	Yes, Small Area FMRs in Hartford region
SOI discrimination laws:	Yes, state law
MTW status:	No



The Connecticut housing mobility programs were originally established as part of the settlement of a 2001 fair housing administrative complaint filed by the ACLU of Connecticut and state legal services. These state-funded mobility programs have served both families with state-administered Housing Choice Vouchers and families in the state-funded Rental Assistance Program. The state provides funds for “housing” or “mobility” counselors and sets Exception Payment Standards in higher opportunity areas in the major metro areas in the state.

In December 2019, the **Connecticut Department of Housing** issued a Request for Proposals (RFP) from organizations to provide mobility counseling, landlord outreach, and housing search assistance, with a strong emphasis on mobility moves from areas of very low and low opportunity to areas of high and very high opportunity, and a priority for families with young children. The new contract period was originally planned to extend from April 2020 to June 2022 and the total available funding totals \$400,000 annually. Proposals were due February 2020. As a result of the COVID-19 health crisis, the final decision has not yet been announced but is expected in June 2020.



▲ Long Island, NY – Neighborhood Choice Long Island (Community Development Corporation of Long Island)

REGIONAL CONTEXT

Population:	19.2 million
Total Voucher Families with Children (2017):	82,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	27%
Number of PHAs:	125
Average Rental Vacancy Rate (2019):	4.3%
Black-White Dissimilarity Index:	0.768
Exception payment standards or SAFMRs:	Yes, exception payment standards adopted for NYS voucher program
SOI discrimination laws:	Yes, state law, and local ordinances in Nassau County and Suffolk County
MTW status:	No



In cooperation with Enterprise Community Partners, the New York State Homes and Community Renewal (HCR) began planning a pilot housing mobility program serving families with HCVs in Nassau and Suffolk County in October 2019. In April 2020, The **Community Development Corporation of Long Island (CDC-LI)** was selected to run the new program, and began operation in June 2020.

Enterprise is providing funding in three jurisdictions in New York State to create and support mobility assistance and counseling programs for Housing Choice Voucher holders through 2021. Alongside Mobility Works, Enterprise has worked with partners in each jurisdiction to organize program administration, resources, and design. Each program involves locally specific outreach and education, resident support services both pre- and post-move, as well as landlord engagement and support. In addition, Enterprise is providing Housing Quality Improvements grants for program administrators to employ towards supporting landlords' participation and benefitting residents' quality of life in their new homes. The goal of the program is to expand the housing opportunities for HCV families to move to communities with low poverty and high-performing schools.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	4 full time
Services offered	Participant outreach and marketing, pre-move counseling and search assistance (neighborhood information, financial counseling, personalized action plan), developing a rental resume and application assistance, move support, short-term financial move assistance, peer support, post-move support



PROGRAM DESCRIPTORS *continued*

	(quarterly check-ins, facilitated support group, referrals to resources).
How are eligible mobility areas defined?	The eligible areas for moves are census tracts that meet two criteria: high public school performance (defined as having a higher school district proficiency, based on testing data, than the statewide median) and low poverty rate (defined as having 10% or less of the population being below the poverty level as reported in the American Community Survey).
Timelines for pre-move and post-move supports	Two-year period after moving to an opportunity area.
Family recruitment priorities	Families with HCVs in Nassau and Suffolk County that are administered by New York HCR and a child 18 or younger.
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	Up to \$800,000 over the program period.
Funding sources	Program created through a bank settlement; Enterprise NY for technical assistance and PHA funding for voucher leasing and HAP
Administrative structure	Contracted with a non-profit agency, the CDC of Long Island.
Number of families served annually	Goal is up to 200 families per year, with the expectation that at least 80 of those families will successfully move to eligible communities.
Number/percentage of families served who move to eligible areas annually	Not yet available.
Program cost per successful move	Not yet available
Retention; number of families that stay housed in target area over the program term	Not yet available
Participant financial supports	Financial assistance may include car-fare for touring neighborhoods and available units, security deposit, and fees related to brokers', moving, storage, credit and background checks.
Landlord incentives and services	Landlord Assurance Fund to assist landlords with outstanding rent or damages; funds to prospective housing providers in opportunity areas focusing on quality improvements like weatherization, energy efficiency, and unit repairs; serving as a liaison between housing provider, the Section 8 program and the family; expedited inspections (pre-inspection).
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Performance measures include: families supported, moves to opportunity areas, educational achievement, employment outcomes, exposure to healthier neighborhoods, and bi-annual surveys of participants conducted by the administering agency.



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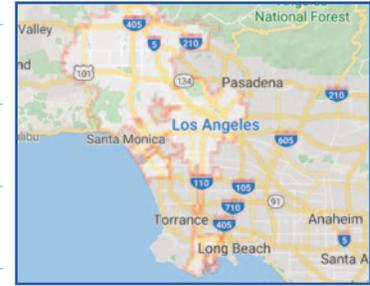
(631) 471-1215
<http://www.cdcli.org/>



▲ Los Angeles

REGIONAL CONTEXT

Population:	13.2 million
Total Voucher Families with Children (2017):	30,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	21%
Number of PHAs:	24
Average Rental Vacancy Rate (2019):	4%
Black-White Dissimilarity Index:	0.668
Exception payment standards or SAFMRs:	Yes, adopting exception payment standards based on SAFMRs in selected zip codes
SOI discrimination laws:	Yes, state law and local ordinance
MTW status:	No



The **Housing Authority of the City of Los Angeles (HACLA)** and the **Los Angeles County Development Authority (LACDA)** are partnering together to create a regional mobility program for Housing Choice Voucher Holders. The overall aim of the program is to expand housing choice so that families with young children under the age of 12 who are living in high poverty neighborhoods can have the opportunity to move to and remain in well-resourced communities with high-performing schools. Ultimately, the program hopes to improve education, health, and quality-of-life outcomes for families and improve long-term housing stability. The program is currently in the design phase. An initial set of target areas have been selected using the top 40th percentile of census tracts from the most recent Child Opportunity Index developed by DiversityDataKids.org indices for Los Angeles City and County and immediately adjacent zip codes, with local adjustments based on more detailed school data, gentrification data, and other local data. Small Area Fair Market Rents will be adopted to help enable moves to qualifying areas.

The program seeks to offer a broad range of services and supports, with the specific scope of services to be determined based on incoming funding. The program design encompasses both pre- and post-move counseling, with ongoing client contact and support. Financial supports may also be offered to help offset moving costs for families as well as any post-move financial barriers that might otherwise prevent children from participating in activities in their new communities. The program also plans to offer financial supports and streamlined administrative procedures to help landlords in high opportunity areas.

Importantly, the program plans to integrate a “trauma-informed” element into all interactions with participants. This includes being transparent about process/procedures/timelines and addressing participants’ comfort level with moving, including being aware of potential apprehension with making a move. Additionally, the program seeks to create an environment where there is collaboration on decision-making as well as recognizing and respecting a family’s autonomy to make their own choices.



PROGRAM DESCRIPTORS

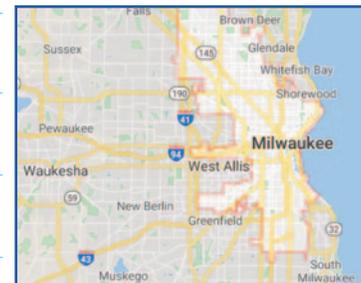
Number of dedicated mobility staff	Depends on funding
Services offered	Pre-move and post-move counseling, opportunity tours, workshops, service referrals, landlord outreach.
How are eligible mobility areas defined?	Initially, eligible census tracts for moves have been identified using diversitydatakids.org's Child Opportunity Index 2.0 along with additional local data and knowledge.
Timelines for pre-move and post-move supports	Exact timelines for pre-move and post-move support have yet to be determined.
Family recruitment priorities	Families with children age 12 or under
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No, Families are only required to consider an opportunity move to receive services.
Program annual budget	Not yet determined.
Funding sources	Not yet determined.
Administrative structure	Non-profit partner
Number of families served annually	To be determined.
Number/percentage of families served who move to eligible areas annually	Not yet available.
Program cost per successful move	Not yet available
Retention; number of families that stay housed in target area over the program term	Not yet available.
Participant financial supports	Assistance provided as needed to offset costs of application fees, security deposits, and move-in fees.
Landlord incentives and services	To be determined.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	To be determined.



▲ Milwaukee, WI – Opportunity MKE

REGIONAL CONTEXT

Population:	1.575 million
Total Voucher Families with Children (2017):	4,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	28%
Number of PHAs:	7
Average Rental Vacancy Rate (2019):	6.7%
Black-White Dissimilarity Index:	0.798
Exception payment standards or SAFMRs:	Not yet adopted
SOI discrimination laws:	Yes, local ordinance; Wisconsin state SOI law does not cover vouchers
MTW status:	No



The Metropolitan Milwaukee Fair Housing Council is working with the Waukesha Housing Authority, the Milwaukee County Housing Division, and the Housing Authority of the City of Milwaukee to create a housing mobility program called **Opportunity MKE** with a specific focus on helping families with young children access high-opportunity neighborhoods. Initial planning for Opportunity MKE began in mid-Summer 2019 and recruitment for the first cohort of participants is scheduled to take place in June 2020. The Metropolitan Milwaukee Fair Housing Council will administer Opportunity MKE while the three participating PHAs will be in charge of recruiting households to enter the program. MDRC and Opportunity Insights are conducting research on the Milwaukee program along with Chicago and St. Louis as part of Phase 2 of its Creating Moves to Opportunity Initiative (CMTO).

Opportunity MKE plans to offer a variety of pre-move services. To help prepare families for a move, clients will receive education on the benefits of living in opportunity areas. Additionally, the program will help families work on goal setting and assess their perceptions of different neighborhoods as well as their priorities to help determine family housing needs and preferences. Rental coaching will assess and help participants effectively communicate with landlords about their existing rental barriers such as credit scores, eviction history, and criminal history and will receive assistance to help complete rental applications. Additionally, clients will be trained on how to identify potential problems with units to reduce the amount of time spent completing the inspection process. The program also plans to provide housing locator services – providing a list of participating landlords and offering tours of opportunity areas for families. Once a client has moved, Opportunity MKE plans to serve as an intermediary between landlords and clients. For post move services the program will provide client referrals to job training programs, job placement and educational opportunities. Opportunity MKE expects that post-move support will include check-ins after 1 month and 8 months.



PROGRAM DESCRIPTORS

Number of dedicated mobility staff	Opportunity MKE expects to have 2.75 dedicated staff members.
Services offered	Pre-move education workshops, rental coaching, landlord outreach, post-move counseling.
How are eligible mobility areas defined?	To identify neighborhoods where future clients may move to, the program is working with Opportunity Insights, creating maps that incorporate data on social mobility as well as local knowledge of neighborhood conditions.
Timelines for pre-move and post-move supports	It is anticipated that clients will start to receive services 3-4 months ahead of a possible move. Post-move check-ins will occur 1 month and 8 months after a move.
Family recruitment priorities	Families with children age 12 or younger
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No. Opportunity MKE is voluntary and families are not required to make a move to receive services.
Program annual budget	\$225,000
Funding sources	Metropolitan Milwaukee Fair Housing Council (in-kind) and Robert Wood Johnson Foundation.
Administrative structure	PHAs will recruit families while the Metropolitan Milwaukee Fair Housing Council will provide services.
Number of families served annually	Tentatively plan to serve 100 families per year for the first 2 years of the program.
Number/percentage of families served who move to eligible areas annually	Not yet available
Program cost per successful move	Not yet available
Retention; number of families that stay housed in target area over the program term	Not yet available
Participant financial supports	Security deposit assistance is available but funding is limited. Additional funding for security deposit assistance may be provided in the future.
Landlord incentives and services	None right now. Future plans may include providing one month's rent and creating a risk mitigation fund.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	MDRC will conduct a randomized controlled trial to evaluate program effectiveness. Among other measurements, the study will examine the rate of moves to opportunity areas among all families who initially agree to receive mobility services (including families who may ultimately opt out of the program). This rate will be compared to that of control group families who do not receive mobility services. Results from the study of Opportunity MKE are planned for release in 2023. Some early findings about program effectiveness may be released earlier.



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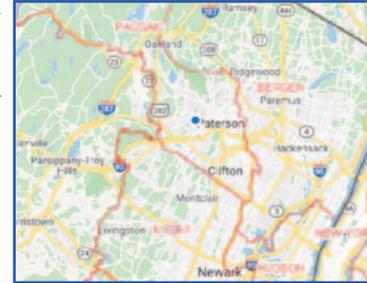
Milwaukee, WI 53202



▲ New Jersey – Opportunity Knocks

REGIONAL CONTEXT

Exception payment standards or SAFMRs:	Yes, Small Area FMRs in three regions
SOI discrimination laws:	Yes, state law
MTW status:	No



The state of New Jersey is developing a new statewide housing mobility program, as one part of a broad settlement of fair housing claims related to the implementation of the Hurricane Sandy relief funds. The **New Jersey Department of Community Affairs (DCA)** intends to expand upon its current efforts to improve access to housing opportunities outside areas of concentrated poverty.

The pilot, called **Opportunity Knocks**, serves Bergen, Hudson, and Passaic Counties. These communities receive high marks in quality of life factors such as housing, good schools, low crime rates, poverty rates, unemployment rate, and diversity, in addition to offering a wide range of options in terms of services and amenities. The focus is on families with children under 10 years of age, taking into account schools, poverty level, and employment opportunities. The program has identified families that were interested in moving and making them aware of the program. Opportunity Knocks works with 3 non-profit providers in the state, referring clients to their services.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	1 part-time staff member; 1 staff from each of the 3 nonprofits they work with
Services offered	Referring clients to nonprofit providers; recruiting potential landlords; offering credit repair; assisting with resolving issues.
How are eligible mobility areas defined?	The counties chosen have received high marks in quality of life factors (housing, good schools, crime rate, poverty rate, unemployment rate, diversity, and services and amenities).
Timelines for pre-move and post-move supports	30 days for post-move by phone or home visit.
Family recruitment priorities	The focus is on families with children under 10 years of age in current pilot but not determined in new program yet.
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	Not yet available
Program annual budget	Not yet provided
Funding sources	Administrative funds from the HCV program and discretionary funds from CFBG (Health and Human Services).



PROGRAM DESCRIPTORS *continued*

Administrative structure	Contracted with 3 private nonprofit community-based programs.
Number of families served annually	The pilot program is for 100 families per year.
Number/percentage of families served who move to eligible areas annually	Not yet available
Program cost per successful move	Not yet available
Retention; number of families that stay housed in target area over the program term	Not yet available
Participant financial supports	Security deposits and flexible funds for identified needs
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	No

Contact Information

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▲ Pittsburgh and Allegheny County, PA

REGIONAL CONTEXT

Population:	2.3 million
Total Voucher Families with Children (2017):	8,000
Share of Voucher Families with Children in Low Poverty Tracts:	11%
Share of Voucher-Affordable Units in Low Poverty Tracts:	31%
Number of PHAs:	3
Average Rental Vacancy Rate (2019):	7.4%
Black-White Dissimilarity Index:	0.661
Exception payment standards or SAFMRs:	Yes, Small Area FMRs
SOI discrimination laws:	Pittsburgh ordinance currently suspending due to ongoing litigation
MTW status:	Yes, HACP



The **Allegheny County Department of Human Services (DHS)** is working with the **Pittsburgh Foundation**, the **Housing Authority of the City of Pittsburgh (HACP)**, and the **Allegheny County Housing Authority (ACHA)** to launch Western Pennsylvania’s first mobility program to help voucher holders access advantaged areas. Planning for the program began after DHS completed an internal study of moving patterns for voucher holders in Allegheny County. The report was released to the public in March 2020 and revealed that the existing voucher program largely failed to help families, particularly African American families, move to areas of opportunity.

Generally, the program will have a special emphasis on families with children, especially those with children under the age of 12. The program also has a special focus on serving low-income African American families in order to help address Pittsburgh’s stark racial disparities in socioeconomic outcomes.

The proposed program will offer intensive pre-move services to help ensure successful moves. Participants will receive opportunity area education to increase families’ knowledge about the benefits of living in an advantaged area. Families will also receive help with rental applications, particularly if they have a prior eviction on their record or are in need of credit repair. When families are ready to begin the housing search process, the program will offer tours of opportunity areas and help find available units. Liaisons will engage with landlords to explain the benefits of renting to families in the program. Additionally, the program plans to establish a risk mitigation fund and expedite inspection times to incentivize landlord involvement. Families who decide to move will receive financial assistance to help pay for security deposits, rental application fees, and renters’ insurance.

Although the exact scope of post-move services has yet to be determined, the program aims to have counselors check in with families at least twice a year or on a quarterly basis. An important goal of the program is to help families feel connected to their new communities and ensure that children are making a



successful transition. There will be a particular focus on how Black families feel regarding integration into communities that are predominantly White. Counselors will help movers connect to resources and will also check-in near the end of a lease period to see if families are going to make another move. Planning for the program began in September of 2019 with the hope of starting sometime in 2021.

PROGRAM DESCRIPTORS

Number of dedicated mobility staff	6
Services offered	A non-profit selected by the PHA will provide pre-move and post-move counseling, landlord outreach, community engagement specialist, individual site visits, open houses, one-on-one meetings, financial assistance, and landlord incentives.
How are eligible mobility areas defined?	The program has analyzed seven different variables at the census tract level, to help determine target areas for a move. These variables include the number of families living below the poverty line, exposure to gun violence (using 911 data on reported gunfire), the percentage of single-parent households, educational attainment, labor market participation, income rankings, and the level of voucher concentration.
Timelines for pre-move and post-move supports	Exact timelines for pre-move and post-move support have yet to be determined. For purposes of evaluation, post-move support will likely last for 2 years.
Family recruitment priorities	Families with children 12 or younger
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No.
Program annual budget	\$500,000 (excluding research costs). Including research costs, the budget may be \$1,000,000+
Funding sources	Pennsylvania Housing Finance Agency, local and national foundations
Administrative structure	An RFP will be issued to select a nonprofit organization to administer the program.
Number of families served annually	100-200 per year (in treatment group)
Number/percentage of families served who move to eligible areas annually	Not yet available
Program cost per successful move	Not yet available
Retention; number of families that stay housed in target area over the program term	Not yet available
Participant financial supports	Approximately \$1,000 per family. Assistance will be provided to help pay for security deposits, renters' insurance, and rental application fees.
Landlord incentives and services	There will be a risk mitigation fund. Some money will also be allocated to help pay for small repairs to help landlords pass HQS inspections. Landlord engagement liaisons and expedited inspection times.



PROGRAM DESCRIPTORS *continued*

Recipient of Mobility Works Technical Assistance? Yes

Any evaluation or assessment plan? In partnership with Allegheny County Department of Human Services' department of analytics, technology, and planning, Opportunity Insights will evaluate the results from a treatment group and a control group over the course of 2 years. Interim results will be released after 1 year. Final results are anticipated approximately 6 months after the initial 2 years of the program. Qualitative research will focus on neighborhood satisfaction, the experience of Black voucher families making moves to advantaged areas and on which methods work in recruiting landlords.

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APPENDIX (Online Only)

APPENDIX A: Matrix of program descriptors

prrac.org/pdf/housing-mobility-report-2020-appendix-a.pdf









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Mobility Works is a collaborative technical assistance project that includes PRRAC, the Center on Budget & Policy Priorities, the Inclusive Communities Project, the Baltimore Regional Housing Partnership, and Housing Choice Partners. Mobility Works partners directly with public housing authorities seeking to develop effective housing mobility programs, and has also received core support from Funders for Housing & Opportunity, the Kresge Foundation, and the Annie E. Casey Foundation.