

# THE HFA INSTITUTE 2021

## Maximizing Possibilities for HUD's Section 811 Program



National Council of  
State Housing Agencies



**MRBs and  
Other Federal  
Homeownership  
Programs**  
FEBRUARY 1 – 3



**Housing Credit**  
FEBRUARY 3 – 5



**Section 8 and  
Other Federally  
Assisted  
Multifamily  
Housing**  
FEBRUARY 8 – 10



**HOME and  
Housing Trust  
Fund**  
FEBRUARY 10 – 12



# Welcome

- Discussion Leader– **Liz Stewart**, Technical Assistance Collaborative (TAC)
- Panelists –
  - **Kevin Clark**, Project Portfolio Manager, Ohio Housing Finance Agency
  - **Bronia Clifton**, Supportive Housing and Special Projects Manager, Massachusetts Department of Housing and Community Development
  - **Spencer Duran**, Director of the Section 811 Program, Texas Department of Housing and Community Affairs

# Session Logistics

- This is a pre-recorded session. However, all panelists are watching this broadcast with you today and are available in the chat to respond to your questions.
- Please note that any questions posted in the Chat are visible to all participants
- If your question is not answered, you can send a private message to a speaker by going to their profile under Presenters in the main menu.
- Please respond to the polls NCSHA will launch throughout this broadcast. The polls will appear to the right of the video screen. You must complete all four polls to earn Continuing Professional Education credit.
- At the end of the session, please click on the Session Evaluation button above the video screen to take a short survey.

# 811 PRA Overview

- Long term supply of project-based permanent supportive housing
- Integrated housing = No more than 25% of units set aside for people with disabilities in a project
- Eligibility:
  - People with disabilities at least 18 years of age but under 62
  - Eligible for community-based, long-term services provided by the state partner agency or agencies
  - Household income of up to 30% AMI

# Funding Amounts

FY12 Awards	FY13 Awards	FY19 Awards
\$88 million	\$139 million	\$115 million



# 811 PRA Grantees

FY12, FY13 & FY19 Grantees		
Alaska	Maine	New Mexico
Arizona	Maryland	North Carolina
California	Massachusetts	Ohio
Colorado	Michigan	Oregon
Connecticut	Minnesota	Pennsylvania
Delaware	Missouri	Rhode Island
Georgia	Montana	South Dakota
Illinois	Nevada	Texas
Indiana	New Hampshire	Virginia
Louisiana	New Jersey	Washington
		Wisconsin

# Program Highlights

Since 2015,  
over 3,000  
households  
have moved in  
to PRA units



87% of  
households  
served have  
maintained  
housing  
stability



83% of the  
FY12 & FY13  
units have been  
identified



Over 7,000 units of  
integrated housing  
being created across  
the country



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Kevin Clark

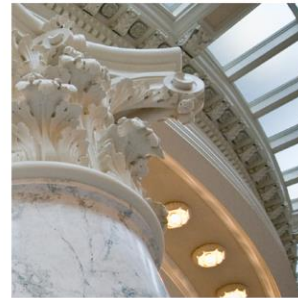
Ohio Housing Finance Agency



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# Navigating HUD Requirements

- Policies must comply with HUD rules (i.e. claims for vacancy payments)
- Policies can be modified with HUD approval (i.e. annual rent adjustments)
- Consult with TAC whenever necessary

# Identifying Apartments

- Identify and commit program units early
- New units preferable to existing units
- Exceed unit goal (in case of low demand or environmental issues)

# Working with Owners and Managers

- Keep tabs on the construction process
- Meet with property management team prior to start of referrals
- 90-day notice of unit availability
- Training for property managers on expectations and requirements

# Partnering with State & Local Agencies

- Weekly meetings (especially as properties lease up)
- Training for referral agencies on expectations and how your program works
- Amend your MOU if necessary (i.e. responsibility for referrals)



# Commonwealth of Massachusetts

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**HUD Section 811 PRA Program**

*NCSHA, February, 2021*



# What's Special About Section 811 PRA program?

- Valuable resource dedicated to underserved, overlooked populations who could live in the community **but for** locating affordable units in service-dense locations
- By virtue of the program model, Section 811 breaks down “silos” between state agencies- health & human service agencies must collaborate with housing finance agencies and the state/ federal health care insurance systems
- Early data notes some savings, quality of life improvements can't be quantified in dollar terms



# What's Challenging about MA's Section 811 PRA Program?

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- Usability of voucher reduced by narrow project type eligibility (example: cannot use in other supportive housing projects, cap of 25% of units for special populations)
- Addressing bias, fear, institutional baggage:
  1. lack of understanding of the target population(s)
  2. past experience with state & social service agencies re: service provision issues
- Competition from other well-known PRA program (Section 8 & older state program)
- Developing a marketing strategy that addressed each challenge directly



# What's Working in Massachusetts?

- Wrap-around services funded through various Medicaid waiver programs ensure service funding
- Compiling and circulating success stories as effective marketing tool because the stories: 1) adds human interest element, 2) addresses bias and 3) builds confidence in service delivery system
- One-on-one marketing calls
- Expanded eligibility to chronic homeless individuals reduced reliance on identifying only accessible buildings and accessible units
- Aligned Section 811 program objectives with larger effort to eliminate chronic homelessness.





## Example of a Success Story

- Troy is a 47 year old man, who moved into his own apartment in Pittsfield after many years of rehabilitation and housing search. Years ago, Troy suffered a gunshot wound outside of a nightclub in Boston and as a result became paralyzed from the chest down. While in the nursing facility, Troy connected with the Ad Lib Center for Independent Living for housing search services. Housing was a challenge because Troy uses a wheelchair and needs an accessible apartment. They found the perfect place in downtown Pittsfield, and the case manager worked to find the necessary features that Troy would need. The apartment is close to services and activities that are important to Troy.
- Troy is very excited to have his own place and get back into cooking and managing his day to day life. Troy will hire his own personal care workers, who will assist Troy to get ready in the morning and perform activities of daily living. They will also assist with shopping and homemaking as needed. Troy will also be receiving waiver services through the Money Follows the Person Community Living waiver (MFP-CL). In addition, an Individual Support Worker will assist Troy with organizing his schedule, and coordinating the many appointments that need to take place.





## Lessons Learned

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- Use planning process to build interagency collaboration, breakdown silos and “silo thinking.”
- Carefully plan rollout; expect some turbulence
- Develop a marketing mentality
- Provide incentives to sponsors
- Know your demographics re: household size, accessibility features,
- Choose marketable locations (units in remote locations far from specialized medical care, social services, retail and other amenities, will be harder to fill)
- Incorporate evaluation measures to assess progress on program goals

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Spencer Duran  
Texas



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## Program Impact in Texas

<b>Currently Active Properties</b>	<b>81</b>
<b>Properties Committed to the Program</b> No Assisted Tenants at this time, but 30 year commitment remains	<b>146</b>
<b>Currently Assisted Tenants</b>	<b>446</b>
<b>Lifetime Assisted Tenants</b> Number of tenants who have ever received assistance. First move-in occurred September 22, 2016.	<b>540</b>
<b>Households Waiting</b> Number of completed applications in waiting status for at least one property	<b>2,282</b>
<b>Active Referral Agents</b>	<b>158</b>

Cycle	QAP Incentive Type	Existing Yield		New Construction Yield	
2015	2 Points. Applicant option to choose a commitment of existing or new construction. Most stringent property eligibility (bus stop proximity, etc.).	9	6%	9	6%
2016	<b>2 Points.</b> Same as 2015	2	1%	19	13%
2017	<b>Threshold.</b> If Applicant owns eligible existing, they must commit the existing. Only if they do not have an eligible existing, they have to commit the proposed application property. Removed stringent property eligibility.	26	18%	17	12%
2018	<b>2 Points.</b> Property criteria and existing versus new construction the same as 2017.	27	18%	9	6%
2019	<b>2 Points.</b> Same as 2018	23	16%	5	3%

# Maximizing Possibilities

- 1) Entering a new community with new properties and a new source of funding sparks excitement and innovation
- 2) HFA has used 811 PRA to test innovations as well. We're operating a MFP-funded barrier busting and damage fund, a first for our HFA
- 3) Section 811 PRA is incredibly flexible
- 4) Important lesson learned: Onboarding new properties should be done carefully

**Texas Department of Housing  
and Community Affairs**

Spencer Duran

Section 811 Program Director

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