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North Carolina's Disaster Response Program

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A disaster response collaboration between:

- North Carolina Department of Health and Human Services
- North Carolina Coalition to End Homelessness
- North Carolina Housing Finance Agency

This Partnership coordinates with and supports
North Carolina Emergency Management

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Serves households not eligible for FEMA assistance – at risk of homelessness

Who is not eligible for FEMA assistance?

- Renters without an existing written lease
- Non-Renters without a Mortgage – such as extended family

Other Eligibility Criteria

- Households at or below 50% AMI
- Must live in disaster declared county at the time of the disaster, and have been displaced by the disaster

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Funding Sources and Amounts

- NC Emergency Management - \$5M
- Governor's Office – \$3M
- Foundation Grants - \$200K
- American Red Cross - \$250K
- Blue Cross Blue Shield - \$250K

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Eligible Activities

Public Funds

- Housing Navigation and Location assistance
- Rental Assistance, security deposits, application fees
- Barrier Busters – rental and utility arrears
- Case Management

Private Funds

- Landlord engagement (participation incentives)
- Move-in kits

Donations

- Furniture, household goods, food boxes

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Partners Roles

- DHHS –
Program Lead, funding recipient, program monitoring and oversight
- North Carolina Coalition to End Homelessness –
Recruits Re-housing Agencies, Program Operations, technical assistance
- North Carolina Housing Finance Agency –
Paying Agent on behalf of DHHS, technical assistance

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Other Critical Participants

- Local Re-Housing Agencies
- NCHousingSearch (Socialserve)
- Local HQS Qualified Inspectors – unit inspections
- NC 211 – used for program access and screening

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Role - NC Housing Finance Agency

- Reimburses Re-housing Agencies after:
 - Reviewing online requisitions and supporting documentation
- Pays SocialServe Invoices for:
 - Contracted services related to disaster response
- Provides technical assistance to all collaboration partners on NC Landlord-Tenant law and housing voucher program best practices
- Coordinated Third Party HQS Inspections between Inspector and landlord
 - This responsibility has subsequently been added to the SocialServe Disaster Response contract

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Roles

Local Re-Housing Agencies

- Intake of applicants – eligibility screening
- Landlord recruitment, negotiate lease and HAP agreements, pay landlords
- Case management

NCHousingSearch

- Landlord recruitment, debarment and rent reasonableness checks
- Landlord satisfaction surveys
- HQS Inspection coordination

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Lessons Learned

- Modeled on Hurricane Harvey and Maria responses in Houston and Puerto Rico
 - All disasters are really unique and models need lots of customization
- Based on Rapid Re-housing model and HUD ESG program
 - Competition for units is much more fierce
- FEMA is regional – Don't assume they will treat all disasters the same
- A good IT system to track the work and collect documentation is very helpful for program oversight and payment processing

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For more information, contact:

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