

Housing Connector

Community Partner Training
We will start at 5 after!



Today's Goals



- ✓ Gain Access to the Community Hub.
- ✓ Name the steps of using Housing Connector.
- ✓ Identify 3 characteristics of an ideal HC client.

Program Goals



Streamline the process of getting folks into housing.

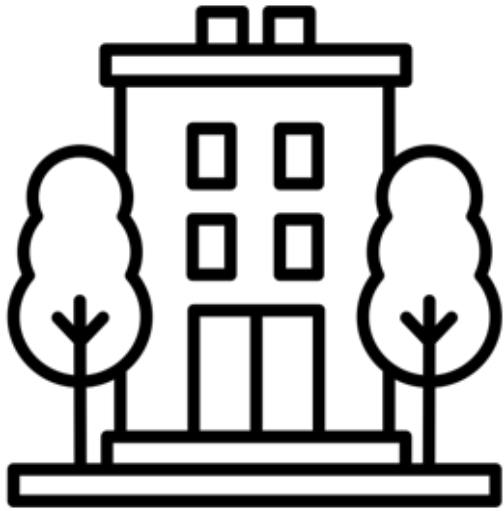
Build additional capacity for service providers.

Keep residents stably housed and avoid returns to homelessness.



How does it all work?

Property Partners



Housing Connector provides:

- **\$5,000** Damage Mitigation
- **Emergency Rental Assistance**, limited
- **Customer Service** for any challenges

Property Partner provides:

- **Reduced screening criteria:** rental history, income-to-rent ratio, past housing debt, past evictions, credit score, and criminal history

Standard Reduced Screening Criteria



Credit score: accept any credit score & waive credit history

Past debt: accept past debt owed to a housing provider under \$3,000

Income: accept verifiable income of 2x rent

Rental history: waive proof of rental history

Past evictions: accept 2 evictions occurring within the past 3 years

Criminal history: consider criminal history on a case-by-case basis

Community Partners



Housing Connector provides:

- **Units** with reduced screening criteria
- **2 years** of housing support for clients
- **Customer Service** for any challenges

Community Partner provides:

- **Retention support** to clients in collaboration with our stability team

Activity #1

Turn to the person next to you and pretend like you are explaining Housing Connector to a client.

What questions do you still have?



Eligibility

Any client experiencing homelessness or housing instability is eligible for Housing Connector.

AND

We rely on your insight to ensure that the client will remain stably housed.

The Checklist

Does your client...

- ☐ Want to move into a new rental unit with a formal lease agreement?
- ☐ Want to live in Multnomah County?
- ☐ Can afford an apartment in the following rental ranges?
 - ☐ Studio: \$587+ per month
 - ☐ One-bed: \$795+ per month
 - ☐ Two-bed: \$1,099+ per month
 - ☐ Three-bed: \$989+ per month
- ☐ Have consistent income from a job, voucher, or other resources to cover 2x rent?

The Checklist (cont.)

And do they also...

- ☐ Have past housing debt that's less than \$3,000, or
- ☐ Have 1-3 past evictions, or
- ☐ Have no credit score or a low credit score, or
- ☐ Have little or no rental history, or
- ☐ Have unstable housing and want to move?



Take 2 minutes to think about which of your clients are ready for independent housing.

What questions do you still have?



Housing Connector Process

Community Hub

An online space where case managers can keep track of HC clients and create HC related documents such as:

1. Renter Profiles
2. Letter of Supports
3. Move in Forms



My Client is a good fit! Now what?



Renter Profile

The Renter Profile generates:

- Your client's unique ID
- A Letter of Support

Enter information now, save time later!

Activity #2

1. Find and log into the Community Hub
2. Fill out a renter profile
 1. Either a fake client name OR a real client (please be sure to fill out ROI afterwards)



Unit Search

Community Hub

Use your exclusive Community Hub Account to:

- Unit Match
- See Zillow and Non Zillow Properties



Activity #3

Try searching for units that fit your client's needs on the Community Hub. Then...

1. Write down the top 3 properties and the
 1. Address
 2. Property size
 3. How you can reach out to the property

Unit Viewing

- Treat like an interview
- Come with application ready
 - Letter of Support
 - Income Verification
 - Subsidy Letter
- Opportunity to put a face to the name!





Housing Application

- ✓ Letter of Support
- ✓ Subsidy Letter/Promissory Note
 - Breakdown of Client Portion vs. Org Portion
 - Utilities (if paying for them)
 - Any other referrals your org provides (ie food, furniture, etc)

Other Notes:

- ✓ Once you submit your application, scan the QR code on your Letter of Support which will notify me.

Letter of Support



Housing Connector Applicant Letter of Support

To whom this may concern,

This letter serves as confirmation that [REDACTED] with [REDACTED] is a Community Partner of Housing Connector and [REDACTED] is eligible for all of the benefits provided by Housing Connector.

Applicant

Community Partner

Please process this application using the alternate Housing Connector screening criteria as outlined in our Memorandum of Understanding.

If you have any questions or concerns, please contact Housing Connector about this applicant at leasing@housingconnector.com.

Follow this [link](#) or scan the QR code below to let us know when an application has been submitted:



Date generated: 06-05-2024
Housing Connector Renter ID: HC-MB143113-C0aj1YAB

To get in touch with the Housing Connector team please contact us at
www.housingconnector.com | 206.800.4040 | info@housingconnector.com



Move In Form

Once your client is approved and with lease in hand, complete our [Move In Form](#).

Move In Forms are required to receive support services and must be submitted within **30 days**.

Activity #4

Using your Community Hub account, locate where you would go to submit a move in form.

Summary

- ☐ **Renter Profile**
- ☐ **Unit Search w/ Community Hub**
- ☐ **Apartment Tour**
- ☐ **Housing Application with Letter of Support**
- ☐ **Move In Form**



Housing Stability Team

Stability Team



Ensure residents remain housed during 2 years of our program.

Opened Tickets + Financial Requests on Community Hub

Common Stability Example



1. Property emails Stability Team about a resident missing rent.



2. Stability Team emails you. **Please respond within 48 hours.**



3. You and the resident collaborate to mitigate tenancy issue.



4. You email us know how the situation is resolved. At this point, you may request our support services, including conflict resolution or emergency rent. **You may fill out a Financial Request.**

We're here for you.



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Stay Tuned!

- Weekly Emails
- Lease Up Events
- Other Opps to provide feedback