

# The Haven Housing Programs

Please note: For all programs, **eligibility does not guarantee access**. Demand exceeds available funds and capacity. The Homeless Information Line is 434-207-2328. Scan the QR code to learn more! See last page for definitions of underlined terms.



## 1. Homeless Prevention

**What does Homeless Prevention do?** It provides financial assistance for housing costs (up to \$3,500) for people who are going to lose their rental unit within 14 days and for whom no other resources are available.

**What are the limitations of Homeless Prevention?** It does not prevent eviction proceedings and does not provide case management or help finding housing. It cannot assist with mortgage payments. There are additional limitations on Homeless Prevention use for people who have housing vouchers or rental subsidies. Community need is at least twice as great as capacity.

### Who is eligible for Homeless Prevention?

- You are **currently housed** in a rental unit.
- Your household income is at or below 30% Area Median Income (AMI) for your household size.
- You must be within 14 days of losing your housing (the majority of people eligible for Homeless Prevention have been to court for their eviction and the judge found in favor of their landlord).
- The rent for your unit is at or below Fair Market Rent for our community.
- You have a lease and your landlord is willing to provide a written guarantee that if you receive Homeless Prevention funds, and stay current on rental payments going forward, that you will be allowed to retain occupancy of your unit for the duration of your current lease.
- Your unit is located in the City of Charlottesville or Albemarle, Greene, Louisa, Fluvanna or Nelson County.
- You have not received Homeless Prevention funds in the last six months.

### What are expenses that Homeless Prevention can cover?

- Rental and/or utility arrears in your current unit that do not exceed \$3,500.
- Deposit and/or first month's rent in a different unit that does not exceed \$3,500.

**Who decides how Homeless Prevention funds are awarded?** The Haven Housing Department makes these decisions once eligibility and availability of funds have been determined.

**What is the first step in the Homeless Prevention process?** Call the HIL and leave a message for the HIL Operator.

## 2. Laura DeLapp Haven Housing Fund (LDHFF)

**What does the LDHFF do?** It provides financial assistance for housing costs to people who are homeless, or about to become homeless, when no other resources are available and one-time support can reasonably be expected to

prevent or end their experience of homelessness.

**What are the limitations of the LDHHF?** It does not prevent eviction proceedings and does not provide case management or help finding housing. It also cannot assist with mortgage payments. Community need is at least twice as great as capacity.

#### **Who is eligible for the LDHHF?**

- Person in the City of Charlottesville or the counties of Albemarle, Greene, Nelson, Louisa, or Fluvanna
  - Who is literally homeless, or doubled up with friends or family, or are living in motels **OR**
  - Who is seeking help with rental arrears, not eligible for Homeless Prevention, and your landlord is willing to provide a written guarantee that if you receive LDHHF support, and stay current on rental payments going forward, that you will be allowed to retain occupancy of your unit for the duration of your current lease.
- You must be able to demonstrate that one-time support from the LDHHF can reasonably be expected to prevent or end your experience of homelessness.

#### **What are expenses the LDHHF can cover?**

- First month's rent
- Security and/or utility deposits
- Rental arrears
- Other eligible expenses that reduce barriers to housing

**Who decides how LDHHF support is awarded?** The Haven Housing Department makes these decisions once eligibility and availability of funds have been determined.

**What is the first step in the LDHHF process?** Call the HIL and leave a message for the HIL Operator.

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### **3. Rapid Re-housing (RRH)**

**What does RRH do?** It provides financial assistance for housing costs and case management support, including assistance finding housing, for people who are literally homeless.

**What are the limitations of RRH?** At any given time there are 10 times as many people experiencing homelessness in Charlottesville as there are RRH slots. Unlike Housing Choice vouchers (Section 8) or Permanent Supportive Housing vouchers, participation in RRH is time-limited regardless of income. Additionally, once a participant's income becomes greater than 30% AMI they must be exited from the program sooner than they would otherwise.

#### **Who is eligible for RRH?**

- Person must be literally homeless

- Must have gone through the HIL/CES process and been added to the by-name list (BNL)

#### **What expenses does RRH cover and what services does it provide?**

- Housing navigation (assistance finding and obtaining housing)
- Time-limited financial assistance for housing costs (including: move-in costs, rent, utilities)
- Case management

**Who decides how RRH slots are awarded?** These decisions are made by the members of the Continuum of Care (CoC) at Community Case Review meetings. Currently, CoC prioritization criteria for RRH include length of time on the BNL and past history of foster care involvement as a child.

**What is the first step in the RRH process?** Call the HIL and leave a message for the HIL Operator.

## **Homeless Information Line (HIL) of the Coordinated Entry System**

*The Homeless Information Line is 434-207-2328. Scan the QR code to learn more!*

*See back page for definitions of all underlined terms.*

**Why does the HIL exist?** Communities receiving public funds for homeless services are required to have a coordinated system for service access. Our community has decided to use the Homeless Information Line (HIL) as the access point to this system. The Haven volunteers to staff the HIL and the Coordinated Entry System as a service to our community.

**What does the HIL do?** The HIL provides information related to shelter and housing services and is the access point for certain housing programs.

**What are the limitations of the HIL?** The HIL is not answered live and does **not** provide case management or housing navigation to callers.

#### **What to expect when calling the HIL:**

- You will hear a recording that provides information about homeless and housing services available in the City of Charlottesville and the counties of Albemarle, Greene, Nelson, Fluvanna, and Louisa.
- Follow the prompts applicable to your situation and the menu will direct your call to the agency best able to meet your needs, *even if that agency is **not** The Haven.*
- If you are calling the HIL to be screened for assistance from The Haven:
  - Follow the prompts to leave a voicemail for the HIL Operator
  - Only leave a voicemail if:
    - You are literally homeless **OR**
    - You are within 14 days of losing your rental unit AND have a lease or new lease prospect **OR**
    - You are doubled up with friends or are living in a motel AND have a lease prospect
  - Leave the following information on the voicemail:

- Name
- Current housing situation
- Best phone number & time of day for callback
- Your call will be returned within two business days between 8 am-8 pm

#### **What you can expect when the HIL Operator returns your call:**

- Plan to answer all incoming calls, including numbers not recognized
- Prepare to answer the following screening questions:
  - What is your current employment or income?
  - What is your current housing situation?
  - In what locality are you currently living and/or is the identified housing unit located (if applicable)?
- Depending on your answers, and whether or not funding is available, you may be scheduled for an eligibility appointment within seven business days.
- If you do not qualify for an eligibility appointment you can call us back if your situation changes.
- If funds are not available you will not be scheduled for an eligibility appointment but you can call back next month.

#### **What you can expect when the Coordinated Entry Team Member calls you for your eligibility appointment:**

- Average appointment length is 1 hour; find a private space to answer personal questions
- Within three business days of your eligibility appointment you will receive a call from the Haven Housing Department to explain if you can be offered financial support. Eligibility does not guarantee funding.

## **Definitions:**

*Links to detailed definitions and metrics specific to our community can be found by scanning the QR code on the front page.*

- 14 days from losing your rental unit: This almost always means that you have already had your eviction hearing in court and the judge found in favor of your landlord.
- Area Median Income (AMI): A metric established by the federal government indicating the annual income for the median or 'middle' household in a region. Below 30% of the AMI is considered "extremely low-income." Scan the QR code to see our community's metrics for your household size.
- By-name list (BNL): A comprehensive list of every person in our community experiencing homelessness and known to at least one service provider.
- Continuum of Care (CoC): A program composed of local organizations that serve individuals experiencing homelessness, managed by our area's lead agency, Blue Ridge Area Coalition for the Homeless (BRACH). Promotes community-wide commitment to ending homelessness by providing funding and promoting access to programs.
- Community Case Review (CCR): a group composed of members from CoC organizations that develop and review the status and support needs of individuals and families on our community's By-name list. CCR meets twice a month via Zoom and is led by BRACH.

- Eligibility appointment: Formerly known as an “intake.” Conducted by a member of the Coordinated Entry System team.
- Eviction proceedings: The civil legal process that gives your landlord the right to have you removed from the unit.
- Fair Market Rent (FMR): A metric established by the federal government.
- Lease: A contract signed by both the landlord and tenant.
- Lease prospect: Confirmation from a landlord (either verbal or written) that they will allow the person to lease up at a specific unit for a specific monthly rent if the person can come to the lease signing with first month's rent and deposit
- Literally homeless: Defined by the federal government as an individual or family who lacks a fixed, regular, and adequate nighttime residence, i.e. a place not meant for human habitation, overnight shelter.