



## **CHN Housing Partners**

October 20, 2020



# Rental Assistance

- CHN Housing Partners and EDEN, a Cleveland non-profit housing agency, partnered to administer the Rental Assistance Program for the City of Cleveland and Cuyahoga County.
- Mix of CDBG, ESG, HOME and County Treasury funds from the Coronavirus Relief Fund provided by the CARES Act.
  - City of Cleveland - \$11.3 million
  - Cuyahoga County - \$6.8 million
- CHN also has smaller CDBG contracts with other Entitlement Communities -- Lakewood, Euclid, Cleveland Heights and East Cleveland.
- Designed to help residents of the City of Cleveland and Cuyahoga County who are having trouble making rental payments due to the COVID-19 pandemic.
- **Who qualifies?** County residents with incomes below 120% AMI + a COVID-19 related hardship; most funds targeted to those below 80%/50% AMI.



## How it Works - CHN

- CHN serves as the entry point for Rental Assistance, screening all applicants.
- Online portal in English and Spanish – [www.neorenthelp.org](http://www.neorenthelp.org), and toll-free number for questions (833-377-RENT).
- All applicants are also be screened for utility assistance programs.
- Priority is given to tenants already in the eviction process.
- If an applicant qualifies, up to 3 months' rent will be sent directly to their landlord. (4 months' rent in the City of Cleveland)
- CHN refers households that need the maximum 3 or 4 months of assistance to EDEN.



# How it Works - EDEN

- For those living in the City of Cleveland - EDEN to provide up to 9 months of rental assistance (monthly contact with participants)
- Eligibility for ESG or HOME-TBRA
  - Household is at or below income qualifications (50% of AMI)
  - Required HUD documents
- EDEN will do the following:
  - Conduct required unit inspections (re-inspections if needed)
  - Calculate and document subsidy and tenant rent payments portion
  - Issue rent payments
  - Assess and document ongoing eligibility every 3 months
  - Communicate with CHN and any referral partners with regard to household needs
  - Assess eligibility for additional programs if support is still needed when assistance ends



# How Tenants Reach Us

- Clients can apply at [www.neorenthelp.org](http://www.neorenthelp.org) in English or Spanish. They can fill out an online application or call the toll-free number (**833-377-RENT**) for help to complete an application.
- If a client has trouble filling out the application, they can contact one of the contracted referral agencies listed on the website for assistance.
- Clients will need to provide all documentation for their application to be considered. Applications will be timestamped based on the time the last document is received.



# The Launch

- June – Program was announced  
211 began taking calls/referrals
- July 1 – Online application, website and hotline went live (211 referrals were 1,400 on day 1)
- July 15 – Program became operational with over 1,900 applications submitted and another nearly 1,900 applications pending submission.



# The Need - Today



Dashboard

## CARES Act Crisis Services - ALL

Crisis Service File Stats

As of Oct 20, 2020 9:55 AM Viewing as Tom Tosuksri

Total Applications Submitted

7,260

[View Report \(Crisis Service File Apps Submitted\)](#)

Total Applications Submitted w/ Evi...

2,213

(with eviction notice)

[View Report \(Crisis Service File w Evictions Status\)](#)

CARES Online Apps - Pending Sub...

2,796

[View Report \(CARES Online Apps - Pending Submi...\)](#)

Crisis Service File Status - In Process

5,225

[View Report \(Crisis Service File Status - In Process\)](#)

Active - Landlord Verification

In process with Landlord, negotiation

2,034

[View Report \(Verification Pending Funding Source\)](#)

Total Applicants with Approved Pay...

Payments sent or to be sent next cycle

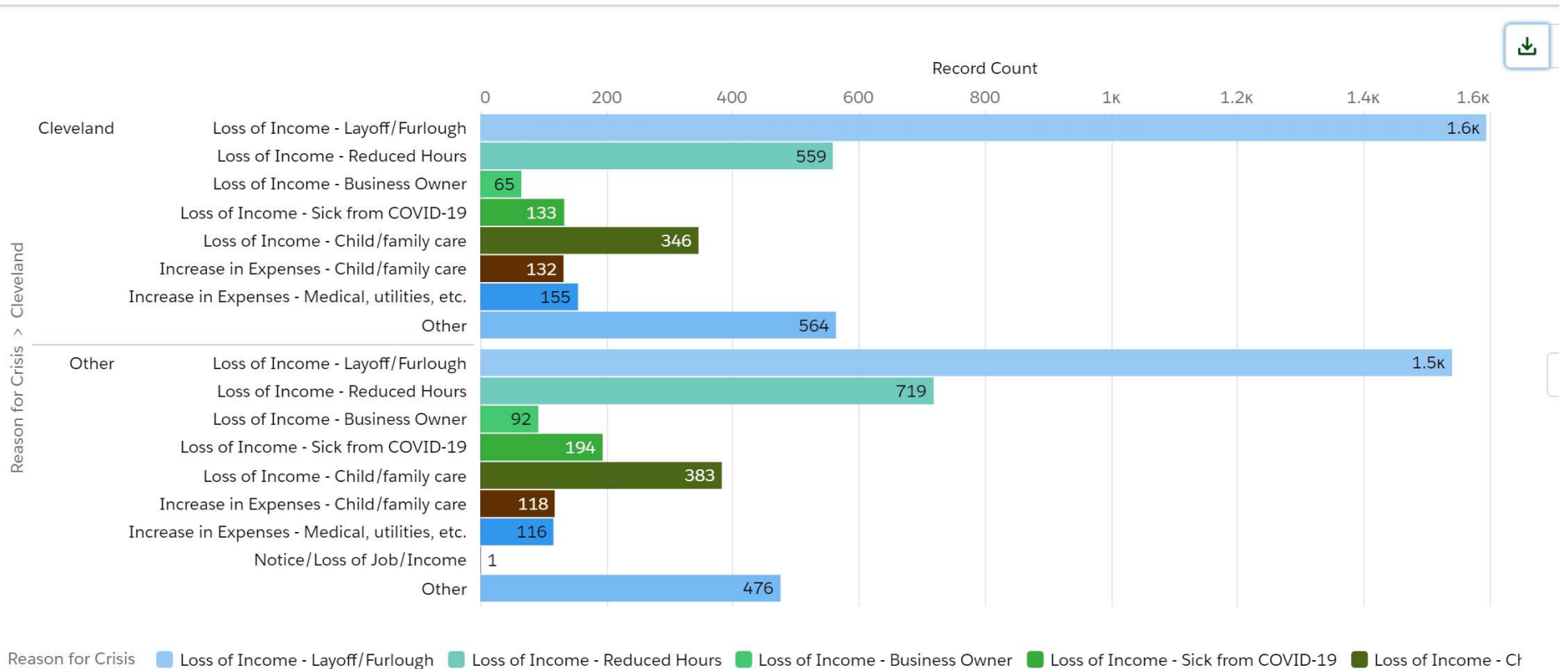
1,205

[View Report \(Crisis Service File - Approved Pmts\)](#)



# The Reason for Crisis

Crisis Service File Reason for Crisis

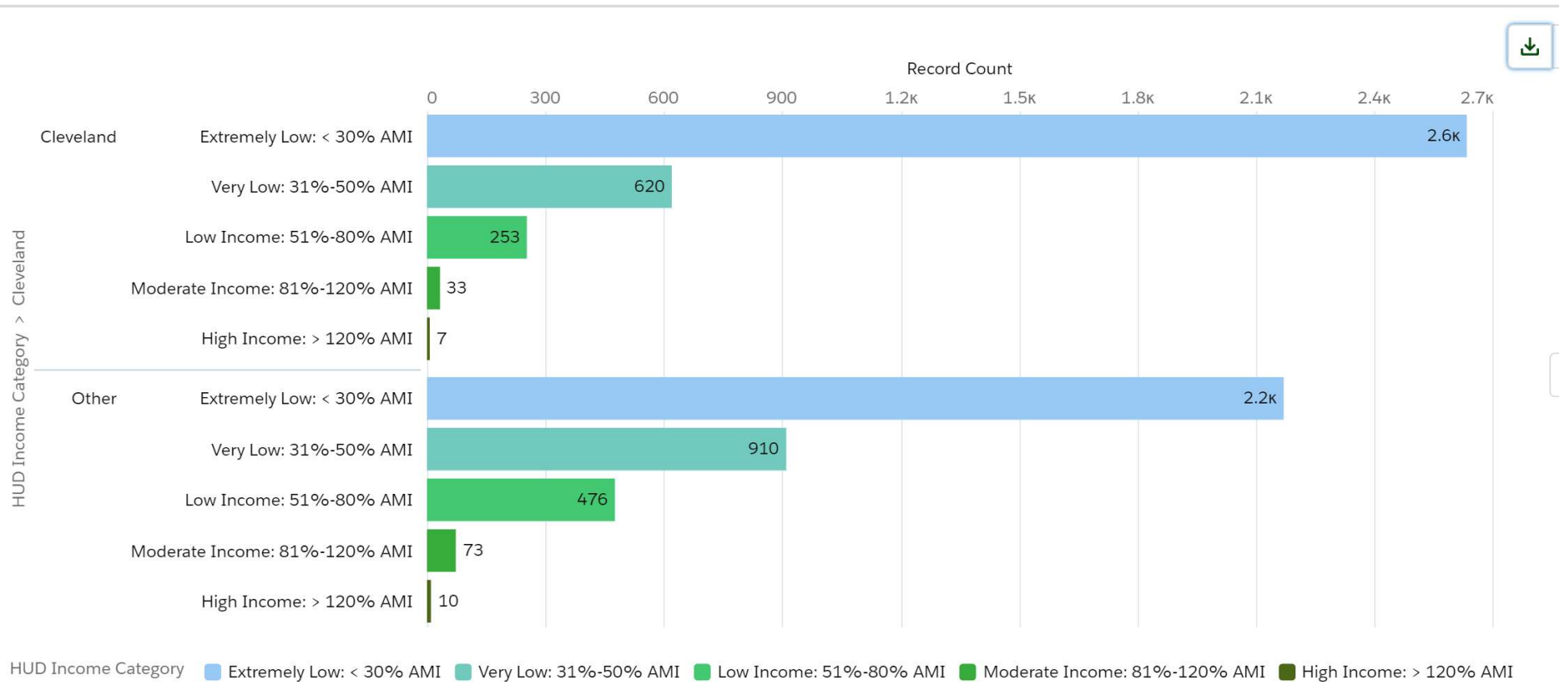






# Need by Income

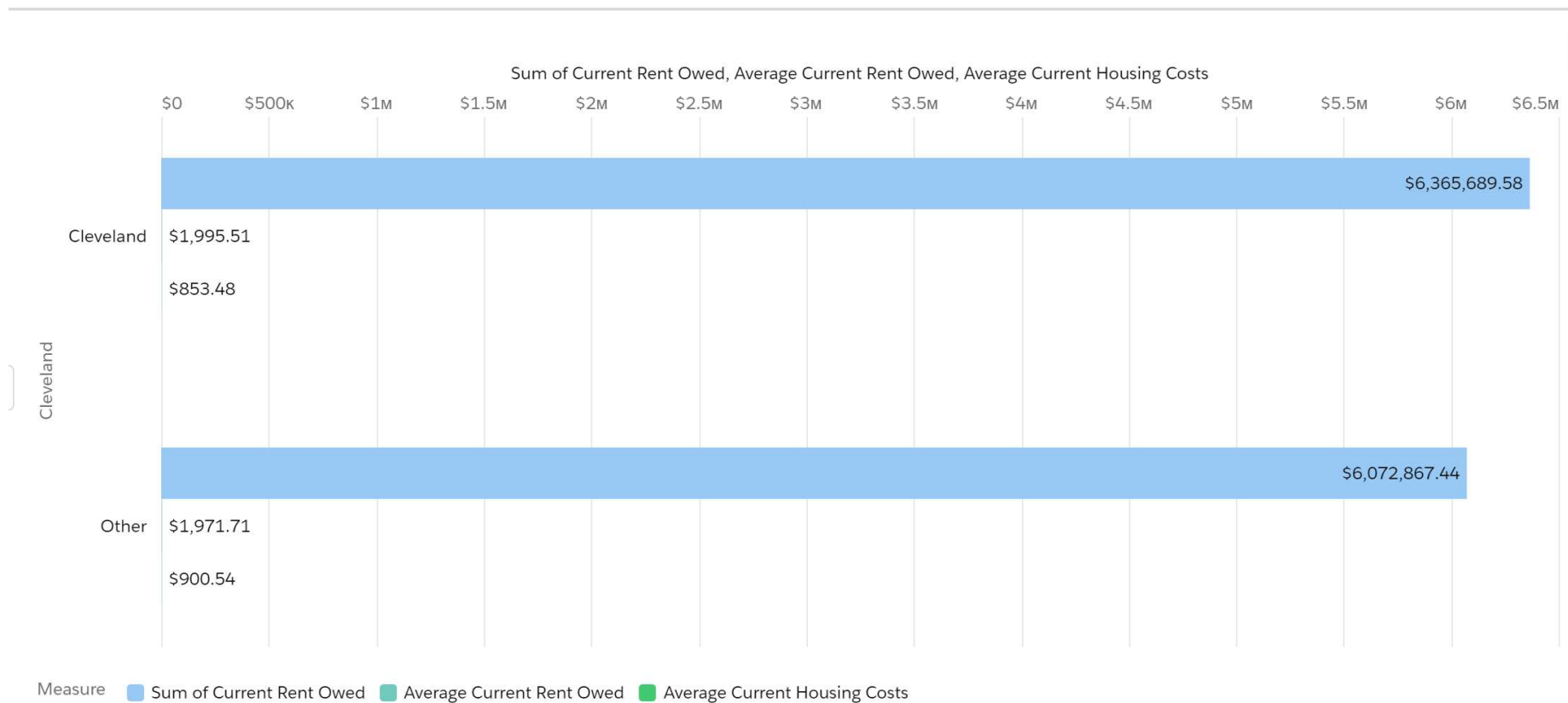
Crisis Service File - Income splits





# Amount of Rent Owed

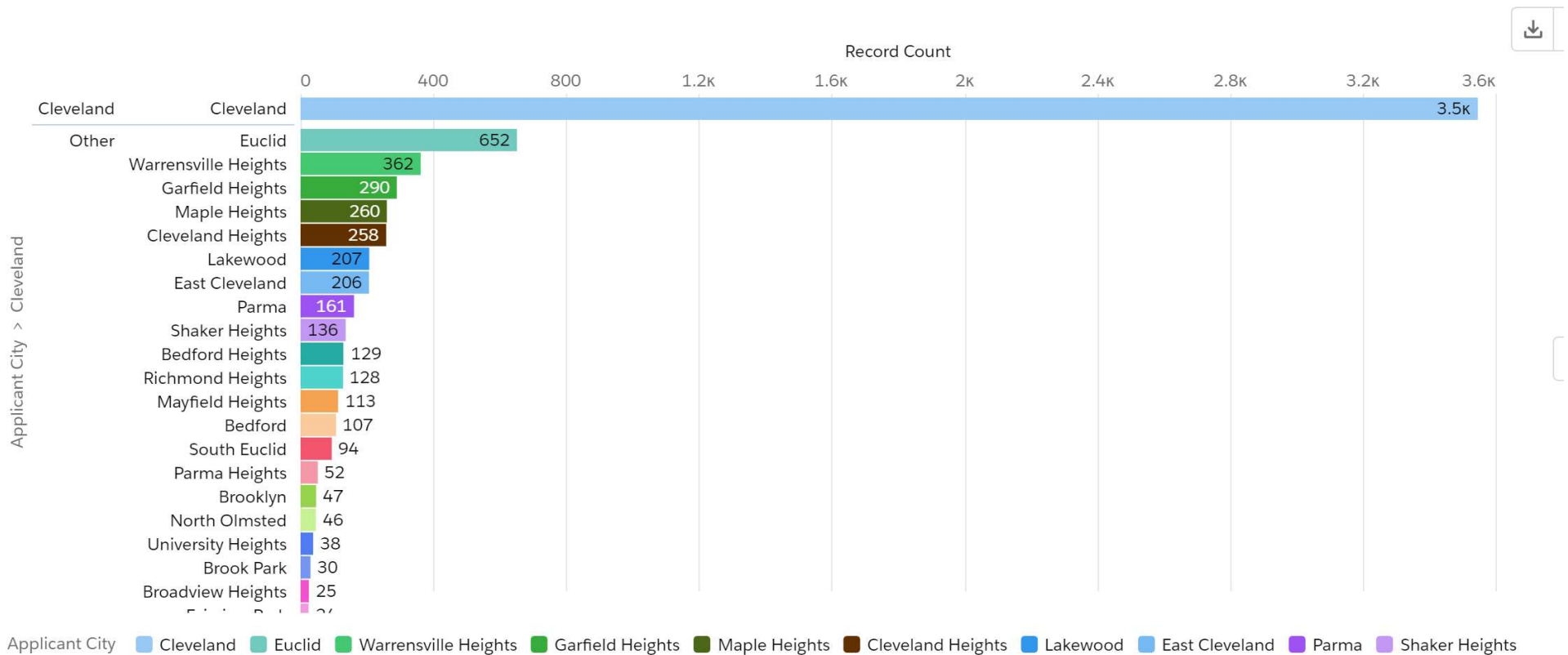
## Crisis Service File Delinquency Report





# The Need by City (Applications)

## Crisis Service File City Report





# What Are We Learning?

- Many applicants owe more than 3 months' rent considering when the crisis started.
- We're finding a large percentage of applicants don't know if they can pay next month's rent.
- There is some resistance from landlords to negotiate rent/ fee amounts and accepting payments, but the majority are working with us.
- Many applicants are not submitting the full documentation needed in order to receive EDEN's ongoing assistance.
- Some applicants are having a difficulty providing proof that their hardship is COVID related.
- Most units at the inspection phase are not passing on the first inspection.



# CRM and Collaborations

- CHN uses Salesforce as its CRM and collaborates with a number of local partners: EDEN, grantees, Legal Aid Society, CDCs, Housing Authority, etc.
- After establishing collaboration level, we sign a data sharing agreement.

What it means for partner -

- ✓ Real-time access to performance dashboards to assist with funder reporting
- ✓ Real-time access to client-specific information for two-way information sharing to maximize collaboration

# Questions



Kevin Nowak  
Executive Director  
CHN Housing Partners  
[knowak@chnhousingpartners.org](mailto:knowak@chnhousingpartners.org)  
[www.chnhousingpartners.org](http://www.chnhousingpartners.org)

