SSVF HQS Certified Inspection Training

March 24, 2016
Webinar Format

• Webinar will last approximately 1 hour
• Participants’ phone connections are “muted” due to the high number of callers
• Questions can also be submitted anytime to SSVF@va.gov
QUESTIONS...

Submit questions and comments via the Questions panel
Welcome & Introductions

John Kuhn – National Director, Supportive Services for Veterans and Families
Jesse Vazzano – National Director, HUD-VASH
Charlotte Matthews – Regional Coordinator (Detail position)
Lisa Mayes – Regional Coordinator (Detail position)
Eugene Rudder – NAHRO Professional Development
Proposal

- Proposal: Initiative to train selected SSVF staff to perform Housing Quality Standards (HQS) inspections in high need cities, as identified by HUD-VASH.
  - Houston, TX
  - Chicago, IL
  - Philadelphia, PA
  - Atlanta, GA
  - Togus, ME
  - Greater Los Angeles, CA
  - Long Beach, CA
  - Loma Linda, CA
  - San Diego, CA
  - Denver, CO
Background

- **Background: Challenges meeting local needs**
  - HUD-VASH analyzed national data from Homeless Operations Management Evaluation System (HOMES) and determined locations where housing placement is delayed due to time required to complete housing inspection
  - Some local Public Housing Authorities face delays in completing housing inspections
  - Result is delays in lease-up for HUD-VASH veterans
  - VA will work with the National Association of Housing and Redevelopment Officials (NAHRO) to provide suitable training for SSVF employees to perform HQS inspections
Initiative Training

• Initiative training
  • SSVF grantee will identify staff member(s) to be trained
  • NAHRO will develop and provide training specifically designed for SSVF grantee staff
  • Training sessions to begin in April 2016

• Training locations
  • Los Angeles (for Greater Los Angeles, San Diego, Loma Linda, and Long Beach)
  • Philadelphia (for Philadelphia, Atlanta, and Togus)
  • Chicago (for Denver, Chicago, and Houston)
Advantages of the Initiative

- For SSVF eligible HUD-VASH Households, the initiative will assist with more rapidly moving Veterans in HUD-VASH into housing and out of homelessness.
- Objective of the initiative is to reduce time between Voucher Issuance and Veteran Move-In.
- Within a progressive engagement model, SSVF households will be placed in apartments that meet PHA standards, should a referral to HUD-VASH be needed in the future.
Current Housing Timeline

- Voucher Issuance: 37.2 days
- Housing Selection: 19.0 days
- Safety Inspection: 5.6 days
- HAP Contract: 1.6 days
- MOVE-IN

Targeted Reduction: 63.4 days
SSVF is working with HUD to coordinate with the local Public Housing Authorities (PHA) and NAHRO to train selected SSVF grantee staff to perform HQS inspections

- VA is working with HUD to assist in the coordination of the initiative
- NAHRO will coordinate with the PHA’s on locations for the training
- NAHRO will facilitate the training for HQS Inspections
- Once training is complete SSVF staff are certified to perform inspections (only for Veterans receiving services through SSVF)
- VA is working with HUD and PHA’s to ensure they will indeed accept inspections completed by SSVF staff
Who qualifies for the inspection?

- Inspections cannot be the originating need for SSVF services
- Inspections may **ONLY** be done for Veterans already receiving services from SSVF grantees
NAHRO Training

• Responsibilities of the Grantees once they are certified HQS Inspectors
  • Ensure that all units on program meet HQS
  • Encourage tenants and owners to maintain unit up to standards
  • Schedule inspections in response to tenant or owner complaint or request
  • Schedule annual inspection of the unit to ensure unit is still in compliance with HQS
  • Monitor and enforce the following SEMAP indicators: #2 Rent Reasonableness, #5 HQS Quality Control, #6 HQS Enforcement, #11 Pre-contract Inspections and #12 Annual HQS Inspection
  • Submitting all annual inspection data to the “PIC” database
  • Generate and monitor weekly reports that include inspections with fail status, missed inspections, abatement tracking/follow up and trend watching
NAHRO Training

- The HQS Training will come out of the grantees SSVF budget
- If there are a total of 25 participants in a training class the cost is $381.00 per person
- The more participants per class who attend the lower cost per participant
  - 30 participants $343.00 per person
  - 35 participants $315.00 per person
  - 40 participants $295.00 per person
  - 40 is the maximum for one class size
- Tuition includes; all class materials, the exam, and the certification of completion
HQS General Requirements

• Thirteen Performance Requirements
  1. Sanitary facilities
  2. Food preparation and refuse disposal
  3. Space and security
  4. Thermal environment
  5. Illumination and electricity
  6. Structure and materials
  7. Interior air quality
  8. Water supply
  9. Lead-based paint
  10. Access
  11. Site and neighborhood
  12. Sanitary conditions
  13. Smoke and Carbon Monoxide detectors
Initial (Move-In) Inspection

- Unit is checked for HQS compliance.
- Picture documentation is taken of rooms throughout the unit.
- Rent reasonableness certification is reviewed and confirmed at time of inspection.
- Review is made to ensure that certification is accurate based on current unit condition.
- Upon completion of inspection landlord/owner is provided pass/ fail letter with results.
- If fails inspection landlord has 7 days to make repairs unless they are extensive and require more time.
- If unit passes inspection the packet along with a copy of the Yardi inspection pass letter is forwarded to Leasing and Contracts department.
NAHRO Training

• Following information required from AUTHORIZED SIGNERS of the NAHRO Training Agreement (usually the Program Manager or Executive Director)
  • Name of the Agency or Grantee
  • Street Address of the Agency or Grantee including City, State and Zip
  • Name of the authorized signer
  • Title of the authorized signer
  • Email Address of the authorized signer
  • Phone Number of the authorized signer
• Email above information to: Lisa Mayes Lisa.Mayes@va.gov and Charlotte Matthews Charlotte.Matthews@va.gov Please use agency grant number in subject line of the email.
• Information due to SSVF staff by the following dates:
  • Los Angeles Training: March 28, 2016
  • Philadelphia Training: April 4, 2016
  • Chicago Training April: 11, 2016
NAHRO Training

• Following information required from CLASS PARTICIPANTS attending training:
  • Name of the Class Participant
  • Agency and/or Name of the Grantee
  • Street Address of the Agency or Grantee including City, State and Zip
  • Title of the Class Participant
  • Email Address of the Class Participant
  • Phone Number of the Class Participant

• Email above information to: Lisa Mayes Lisa.Mayes@va.gov and Charlotte Matthews Charlotte.Matthews@va.gov Please use agency grant number in subject line of the email.

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NAHRO Training

- Los Angeles
  - April 12-14, 2016
  - Housing Authority of the City of Los Angeles

- Philadelphia
  - April 18-20, 2016
  - Philadelphia Housing Authority

- Chicago
  - April 25-27, 2016
  - Lake County Housing Authority (Grayslake, IL)
NAHRO Contact Information

• Questions Regarding the Training
  • Eugene J Rudder, 302-543-7611 erudder@nahro.org

• Questions Regarding the Class Participants
  • Amber Singletary, 202-580-7238 asingletary@nahro.org

• Questions Regarding the Training Agreement (Contract)
  • Lori Barringer, 202-580-7227 lbarringer@nahro.org
Questions?