

FY 2022 PERFORMANCE PLAN

Housing Grant		EID/HAB	Amy Yorczyk ext 1349																
Program Purpose	<ul style="list-style-type: none"> Subsidize low-income households so that they can afford to rent in Arlington. 																		
Program Information	<ul style="list-style-type: none"> Recipients are Arlington residents who meet income requirements and are working families with minor children, people with disabilities, or residents age 65 or older. Renters pay approximately 40% of household income toward rent. Average annual income for: <ul style="list-style-type: none"> Families is \$31,883 People w/ disabilities is \$16,002 Age 65 and older is \$16,085 Average monthly subsidy of \$718 covers remainder of rent. The grant is calculated based on household income, and either the actual rent or the Maximum Allowable Rent (MAR) set by Arlington County (whichever is less). If a household's rent exceeds the MAR, their grant does not increase, and they are responsible for the additional cost. The MAR is the highest rental amount that can be used in calculating the grant and is dependent upon the size of the household (see below chart). <table border="1" data-bbox="276 882 1282 1060"> <thead> <tr> <th></th> <th>1 person (or 2 if spouses)</th> <th>2-4 persons</th> <th>5+ persons</th> </tr> </thead> <tbody> <tr> <td>Maximum Allowable Rent (MAR)</td> <td>\$1,418</td> <td>\$1,701</td> <td>\$1,966</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Program is 100% locally funded. The program cost for grants was \$12,889,200 The Working Family minimum hour and the minimum income requirement was relaxed during the pandemic due to the impact that Covid had on low-income clients. This contributed to significant program growth. 					1 person (or 2 if spouses)	2-4 persons	5+ persons	Maximum Allowable Rent (MAR)	\$1,418	\$1,701	\$1,966							
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Service Delivery Model	<ul style="list-style-type: none"> Services were provided remotely, with in-person contact when needed. In-person interviews are not required for this program. When the office closed due to Covid restrictions, the program created a housing grant email address and accepted intake applications and supporting documentation by email. 																		
PM1: How much did we do?																			
Staff	Total 7.50 FTEs: <ul style="list-style-type: none"> 0.75 FTE Supervisor 6.00 FTE Program Benefits Specialists 0.75 FTE Administrative Technician 																		
Customers	<table border="1" data-bbox="276 1764 1372 1942"> <thead> <tr> <th></th> <th>FY 2019 (monthly averages)</th> <th>FY 2020 (monthly averages)</th> <th>FY 2021 (monthly averages)</th> <th>FY 2022 (monthly averages)</th> </tr> </thead> <tbody> <tr> <td>Working Families</td> <td>299</td> <td>316</td> <td>380</td> <td>411</td> </tr> <tr> <td>Disabled</td> <td>525</td> <td>525</td> <td>576</td> <td>626</td> </tr> </tbody> </table>					FY 2019 (monthly averages)	FY 2020 (monthly averages)	FY 2021 (monthly averages)	FY 2022 (monthly averages)	Working Families	299	316	380	411	Disabled	525	525	576	626
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FY 2022 PERFORMANCE PLAN

and Service Data	Age 65+	370	400	424	460
	Total	1,194	1,241	1,380*	1,497

*Households that stopped meeting the income and work hour requirement due to the impact of the pandemic were able to remain on the program through FY 2022.

PM2: How well did we do it?

2.1	Initial applications and review applications processed accurately
2.2	Processing times for eligibility determination for initial application and review application

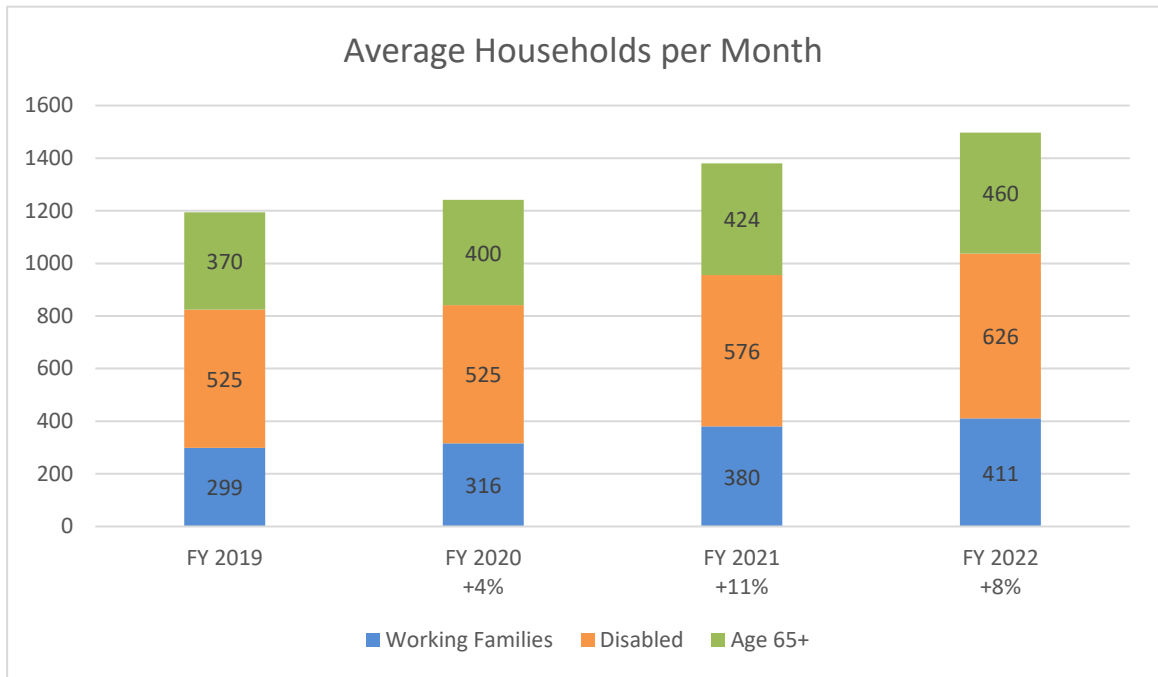
PM3: Is anyone better off?

3.1	Increase in amount of money available for non-rental expenses because of receiving Housing Grant
3.2	Stability of housing

FY 2022 PERFORMANCE PLAN

Housing Grant

Measure 1 Households served



Data Summary

- Since FY 2019, program participation has increased 25%. The highest percentage increase was seen among Working Families (37%), however, all categories have showed significant growth.

What is the story behind the data?

- During the COVID pandemic, Working Family minimum hour and the minimum income requirements were relaxed due to the impact the pandemic had on low-income clients. This contributed to significant program growth.
- The Housing Grant program added race and ethnicity data points to its application in FY 2021. The program is continuing to collect client demographics to assess if racial disparities are present. Roughly 32% of Housing Grant households are reporting race; only 12% are reporting ethnicity as of FY 2022.

Recommendations

- Reinstate work requirements for working families now that the pandemic is having less of an impact on the job market.
- The program is under administrative review as recommended by the County Board. The recommendations from that review may shape future policy.
- Work with Compliance team to provide encrypted email instructions to clients.
- Reinforce importance of collecting race and ethnicity data, reassess data completeness in Q2, and report data in FY 2023 PMP in comparison to Arlington residents below the federal poverty level.

Target Dates

- FY 2023 Q1
- June 2023
- FY 2023 Q2
- FY 2023 Q2

Forecast

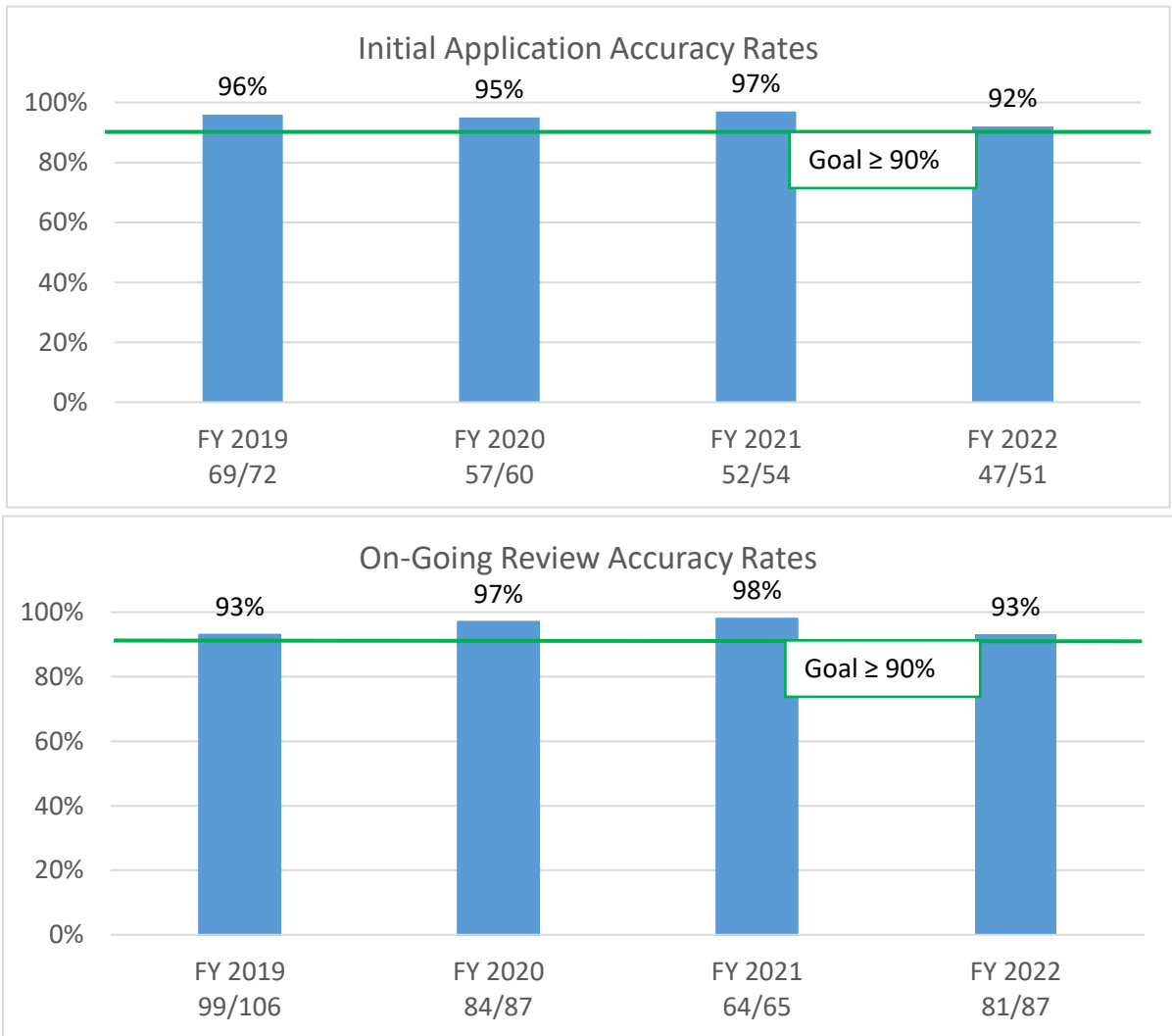
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- In FY 2023, anticipate serving 1,478 households per month on average.

FY 2022 PERFORMANCE PLAN

Housing Grant

Measure 2.1 Initial applications and review applications processed accurately



Data Summary

- Accuracy rates consistently exceed the performance standard of 90%.
- A goal of two cases each month are reviewed for each specialist, or more if the situation warrants based on experience or quality of work.

What is the story behind the data?

- The percent correct has remained above the target because of staff experience and program controls. During the last year the percentage declined due to new, less experienced staff processing cases. Each error is discussed with staff, and if broader training is needed, it is provided.
- The difference in the number of reviews each year is largely due to new staff joining the team in certain years, and due to the pandemic, when office access was restricted. More cases are reviewed for newer, less experienced staff.

Recommendations

Target Dates

FY 2022 PERFORMANCE PLAN

- Continue same training and review process.

- On-going

Forecast

- In FY 2023, accuracy rates for intake will be 93% and ongoing 94%. New staff are still in training but gaining more experience. A new staff will be starting due to a current vacancy.

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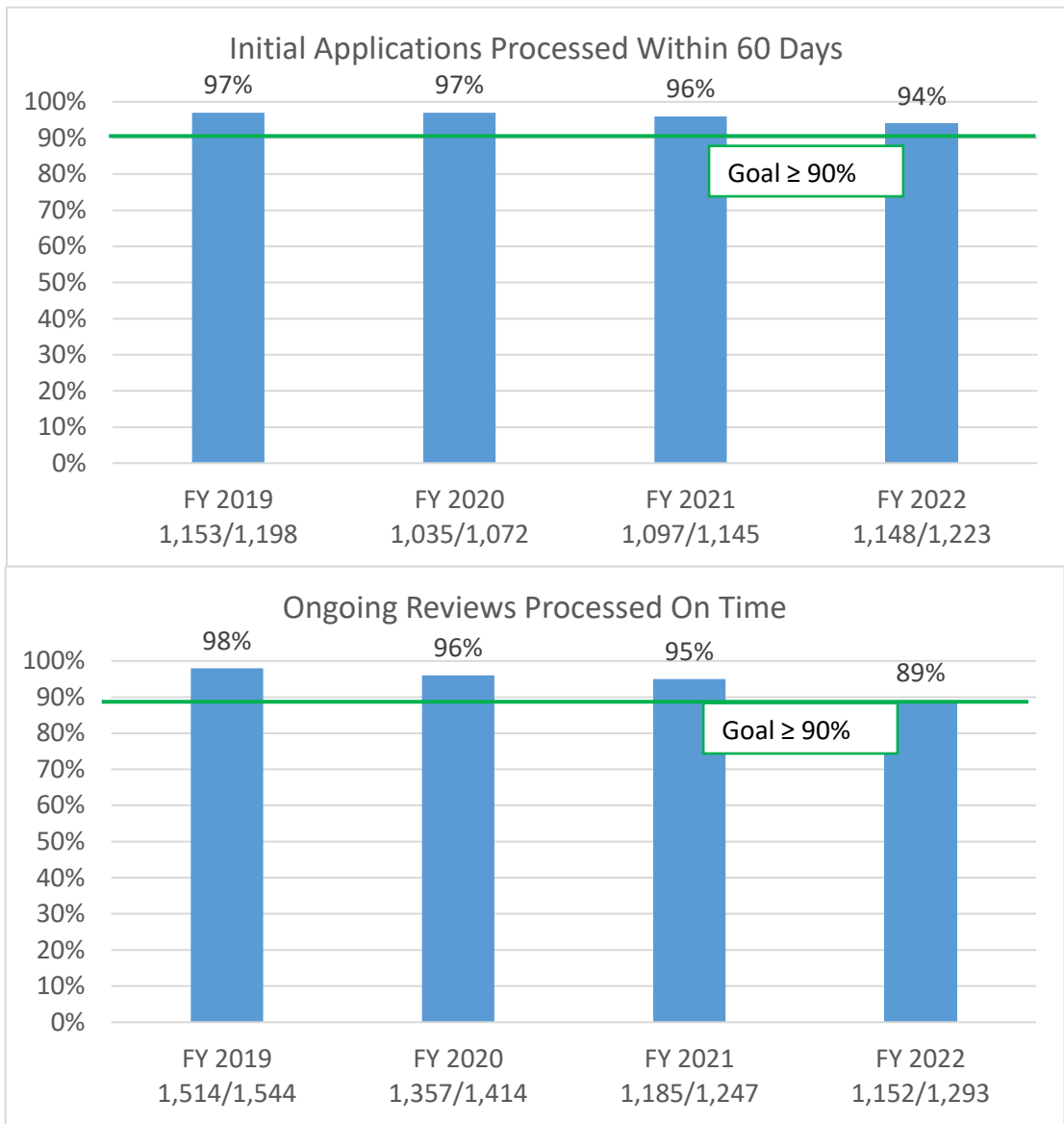
Housing Grant

Measure

2.2

Processing times for eligibility determination for initial application and review application

Data



Data Summary

- For initial applications, staff have consistently exceeded the processing standard of determining eligibility within 60 days of receipt of application at least 90 percent of the time.
- For ongoing review applications, staff consistently exceeded the processing standard of determining eligibility the monthly ongoing reviews are due for at least 90 percent of the time until FY 2022. It became more difficult to process applications timely as volume increased and, in anticipation of reinstatement of the work hour requirement and income requirement, there was more than usual client contact about requirements and staff allowed clients more time to meet program guidelines. This caused the processing time to fall slightly below the goal of 90 percent (89%).

FY 2022 PERFORMANCE PLAN

What is the story behind the data?

- Due to the growth in program participation, the length of time between reviews was increased to allow staff sufficient time to process changes and reviews.
- Halfway through the FY 2022 the system of record changed to Yardi Voyager from Visual Homes. This increased processing times as staff had to learn a new system.
- The ongoing caseload has experienced eleven per cent growth over the past year. Cases were reviewed less frequently due to the high volume of cases and not enough staff to process applications. Two full time staff were allocated; however those positions were not filled until January 2022. Three months later, a seasoned specialist resigned.
- The program lost a half-time administrative technician at the end of FY 2021. A full-time position was later allocated, but not hired until January of 2022.
- All households that were allowed to stay in the program due to relaxed guidelines were reviewed during the last half of FY 2022 to determine continued eligibility. The relaxation of guidelines expired the end of the fiscal year.
- It generally takes staff an average of 58 days to process initial applications. Staff sometimes hold cases longer than 60 days when applicants provide all documentation and have the promise of getting a lease within the month.
- Staff sometimes allow ongoing clients who have difficulty obtaining needed documentation extra time to provide documentation so that they do not receive an interruption in benefits.

Recommendations

Target Dates

- Continue the current process.
- The program completing a programmatic review as recommended by the County Board in FY 2023. Recommended program changes will be shared at the conclusion of the review.

- On-going
- June 2023

Forecast

- In FY 2023 the timeliness rate will be 94% for intake and 92% for ongoing. Staff are starting to scan and index files which will ultimately lead to a paperless system, but initially increases the processing times.

FY 2022 PERFORMANCE PLAN

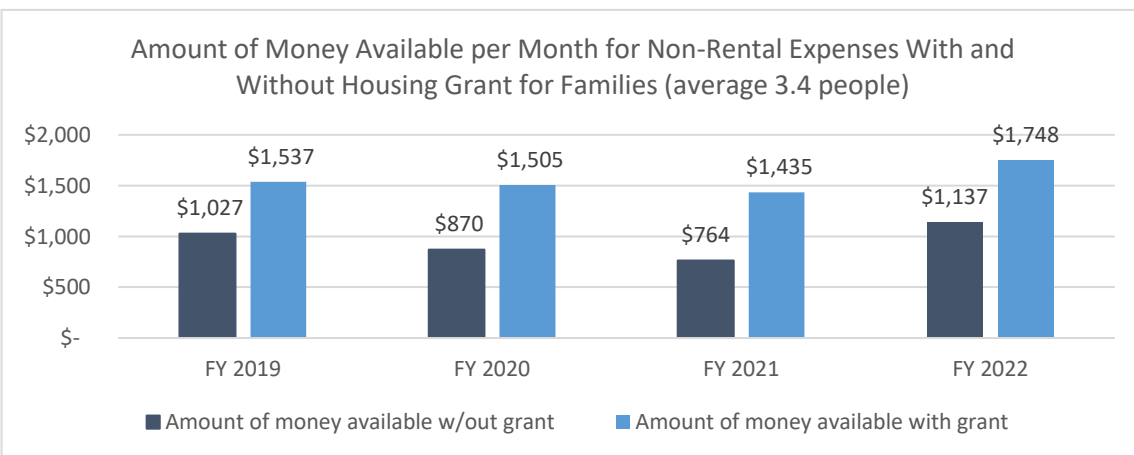
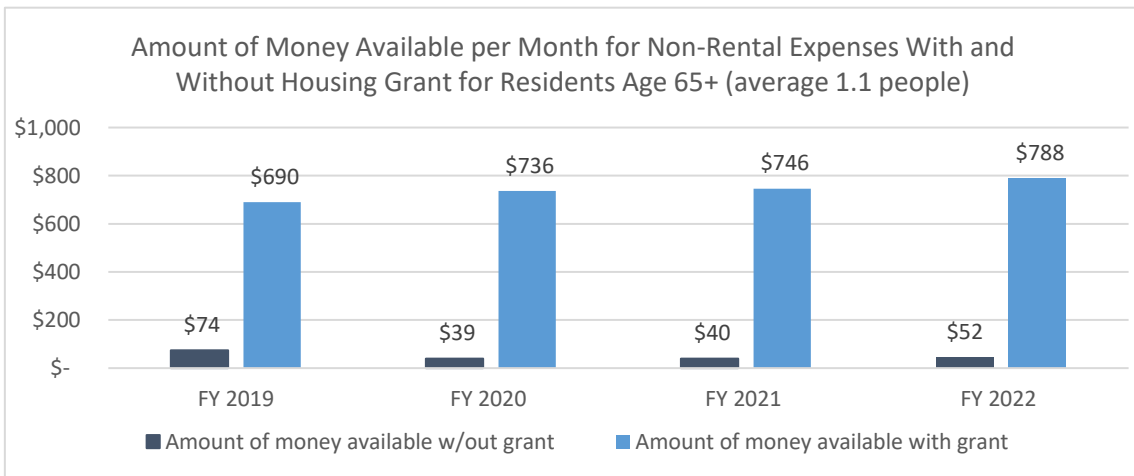
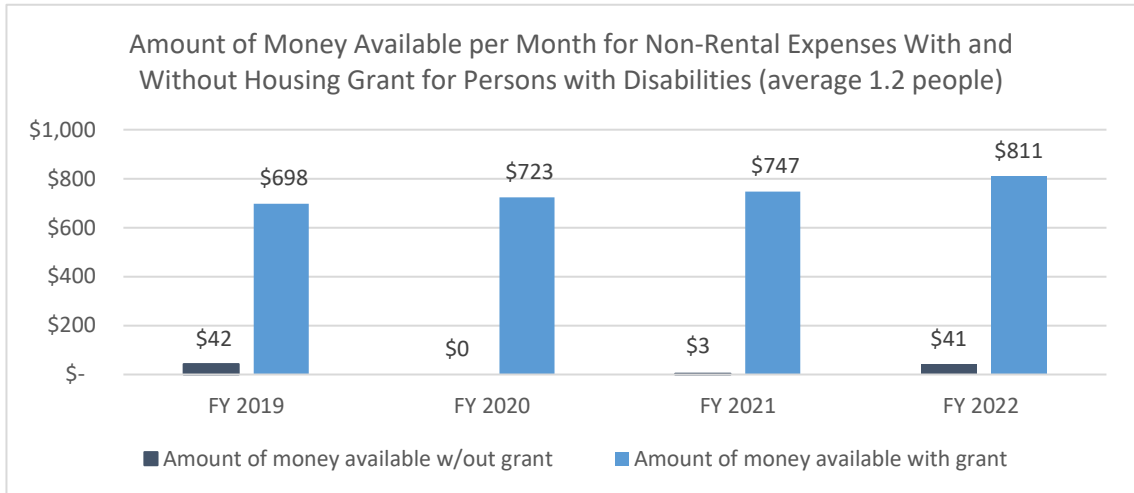
Housing Grant

Measure

3.1

Increase in amount of money available for non-rental expenses as a result of receiving a Housing Grant

Data



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Data Summary

- Almost all Housing Grant households would not have enough money to meet non-rental expenses without a Housing Grant.
- The amount of money available for the household is calculated by using average rent, income, and grants for each category of Housing Grant program. This information comes from the system of record, Yardi Voyager

What is the story behind the data?

- Household income and rent impact the amount of money available to meet non-rental household expenses.
- 92% of households surveyed during their annual renewal process in CY 2019 (168 responses, 28% response rate) either strongly or somewhat agree that the Housing Grant program allows them to have more money to pay non-rental expenses.
- Since there is a Maximum Allowable Rent (MAR) cap used in the calculation of a Housing Grant, when rents exceed the MAR there is a higher financial burden on households.
- Households with Social Security and Supplemental Security Income received a 5.9% increase in their FY 2022 benefits, much higher than previous years. This contributes to slightly more money left over to pay other expenses.
- The MARs have increased annually since 2019. On July 1, 2021, MARs increased to \$1,418, \$1,701 and \$1,966 (matched to 2020 60% CAF rents for one bedroom, two bedrooms, and three-bedroom units for the previous year). Prior to the July 2019 increase, the most recent increases in MARs were in 2010 and 2003.
- The majority, approximately 90%, of housing grant households, are in Committed Affordable Units (CAFs).
- In April 2022 Committed Affordable Units (CAFs) saw the largest increase in rent costs in many years, a 10.3% increase. As housing grant households look for new units, or their leases are renewed, they may face a higher rent burden due to these higher rents.
- The Arlington County Board approved an increase in grant payments during FY 2022 which increased grants slightly in FY 2023.
- The implementation of a new client survey was delayed due to limited staffing and the amount of time taken to migrate to a new system of record, Yardi, Voyager.
- The Arlington County Board directed the formation of a work group made up of various stake holders to make recommendations for possible program changes.
- In FY 2022, a small number of working families were randomly selected to participate in an unconditional cash assistance pilot program administered by the Arlington Community Foundation. These families receive an additional \$500 per month for 18 months. This assistance is not included in the income above.

Recommendations

- Arlington should continue to align the MARs with CAF rent limits during the annual budget process to help offset the financial burden on households as rents increase.
- Determine a timeframe for repeating the client survey
- Review the findings and recommendations made by the Housing Grant work group and provide guidance to the County Manager based on the findings.

Target Dates

- July 2022
- FY 2023 Q4
- March 2023

Forecast

- The increase in the program’s Maximum Allowable Rents effective 7/1/22 combined with the increase in housing grant payments in FY 2022 may not be as impactful during the upcoming

FY 2022 PERFORMANCE PLAN

FY 2023 because the CAF rent limits increased, which may cause a higher rent burden for some households.

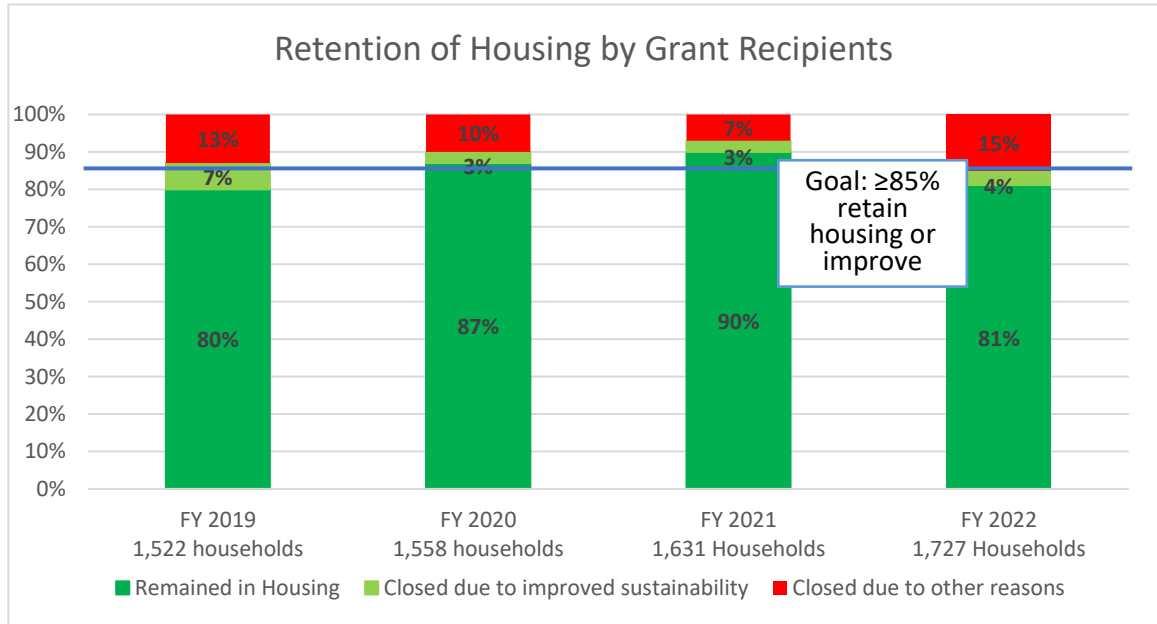
- In 2023 the amount of money available for other expenses, with and without the grant is anticipated to be: \$914/\$10 for households with disabilities, and \$905/\$46 for households age 65 or older, and \$1,758/\$786 for working family households.

FY 2022 PERFORMANCE PLAN

Housing Grant

Measure 3.2 Stability of housing

Data



Data Summary

- In FY 2022, 85% of households either remained in Housing Grants (1,398 of 1,727) or closed due to improved sustainability (69 of 1,727).
- Data is reported from the Yardi Voyager data system.

What is the story behind the data?

- The percentage of households remaining or closing due to improved sustainability decreased from FY 2021 (93%) to FY 2022 (85%).
- The end of various rental assistance programs that were established to combat the effects of COVID-19 on the economy and a reinstatement of eviction proceedings which were previously suspended due to COVID-19, may have forced households that were protected by these measures to move due to their inability to pay rent.
- Reasons for households closing due to improved sustainability include household income exceeding program limits, transitioning to Housing Choice Voucher, or their rent decreasing to less than 40% of income.
- Most households that closed due to "other reasons" closed because either they did not respond to a request for required verification, or they vacated their units due to eviction, moved in with family/friends, or relocated out of the area.
- Households that no longer meet program eligibility criteria often fail to respond to documentation requests. The program cannot determine whether these households are able to retain their housing.

Recommendations

- Continue this course. Most households were able to maintain their housing with the help of the grant.

Target Dates

- On-going

FY 2022 PERFORMANCE PLAN

Forecast

- In FY 2023, it is anticipated that 85% of households will either remain in their housing or close due to improved sustainability. In this highly competitive rental market, as rents continue to increase, households may experience more difficulty obtaining housing.