

Final Work Plan for VERP Implementation Grant- TJPDC (Updated 10/22/21)

Vision Statement: Decrease eviction rates and improve housing stability among renters in Albemarle County and the City of Charlottesville.

Goal 1- Expand/enhance the Pathways program to provide additional short-term rent and utilities assistance.

Program Description: The Pathways program will hire an additional Hotline Navigator to respond to incoming calls for short-term rent and utilities assistance. The Hotline Navigator will be responsible for screening callers to determine eligibility for services, approving financial assistance, and making referrals to other resources. Eligibility criteria include: 1) Residence in Charlottesville or Albemarle County; 2) Income less than 80% AMI; and 3) Suffered a COVID related loss of income or a one-time loss of income.

Objective 1.1- Recruit and train staff needed to provide services.				
Key Work Items	Q1	Q2	Q3	Q4
Recruit candidates for an additional Hotline Navigator position	X			
Screen/Interview/Hire an additional Hotline Navigator	X			
Train Hotline Navigator on protocols for screening and processing requests for financial assistance	X			
Monitor training of new Hotline Navigator	X			
Objective 1.2- Provide administrative support for ongoing Pathways program operations.				
Key Work Items	Q1	Q2	Q3	Q4
Purchase computer for new Hotline Navigator (Other supplies are in-kind)	X			
Coordinate services with other organizations, as needed	X	X	X	X
Update Pathways program budget	X			
Monitor Pathways program budget	X	X	X	X
Create financial sustainability plan for expanded Pathways program			X	X
Track compliance with DHCD grant requirements for Pathways program	X	X	X	X
Track progress of VERP work plan for Pathways program	X	X	X	X

Objective 1.3- Refine and implement marketing/outreach plan for Pathways program.				
Key Work Items	Q1	Q2	Q3	Q4
Refine marketing plan for Pathways program	X			
Create Pathways program marketing materials for tenants and landlords	X			
Implement marketing/outreach plan for Pathways program	X	X	X	X
Monitor Implementation of Pathways marketing/outreach plan	X	X	X	X
Objective 1.4- Refine and implement program evaluation plan for Pathways program.				
Key Work Items	Q1	Q2	Q3	Q4
Create vision statement for Pathways program	X			
Create logic model for Pathways program	X			
Refine Pathways program evaluation plan (e.g., Sources of output and outcome data; data storage)	X	X		
Collect evaluation data for Pathways program	X	X	X	X
Analyze and report evaluation data for Pathways program		X	X	X
Monitor progress of evaluation plan for Pathways program	X	X	X	X

Goal 2- Create a new Landlord Outreach and Negotiation program at the FOC/Housing Hub.

Program Description: The FOC/Housing Hub will hire a Landlord Navigator to be a liaison between landlords and tenants. Landlord Navigator services will include landlord/tenant mediation, as well as educational programs for tenants and landlords. The Landlord Navigator will also be responsible for integrating existing lists of affordable housing units and creating an accreditation/incentive program for landlords to encourage program participation. The target population for this program is landlords with low-income rental units and high eviction rates.

Objective 2.1- Recruit and train staff needed to provide Landlord Outreach and Negotiation services.				
Key Work Items	Q1	Q2	Q3	Q4
Create job description for new Landlord Navigator position	X			
Recruit candidates for new Landlord Navigator position	X			
Screen/Interview/Hire for new Landlord Navigator position	X	X		
Objective 2.2- Refine and implement design for Landlord Outreach and Negotiation program.				
Key Work Items	Q1	Q2	Q3	Q4
Create description of Landlord Outreach and Negotiation program services	X			
Pilot test Landlord Outreach and Negotiation program services	X	X		
Refine description of Landlord Outreach and Negotiation program services	X	X		
Begin full Implementation of Landlord Outreach and Negotiation program services		X		
Integrate existing lists of affordable housing units	X			
Create accreditation and incentive programs for landlords	X	X		
Create training materials for landlords to explain Section 8 vouchers and other relevant issues	X	X		
Create training materials for tenants to explain rights and responsibilities (not covered by VA Housing)	X	X		
Objective 2.3- Create infrastructure needed for ongoing operations of the Landlord Outreach and Negotiation program.				
Key Work Items	Q1	Q2	Q3	Q4
Update draft policies and procedures for Landlord Outreach and Negotiation program		X		
Coordinate services with housing navigation staff from other organizations, as needed		X		
Create Landlord Outreach and Negotiation program forms (Client Intake, Client Services, Client Exit)		X		
Purchase supplies and equipment (e.g., Computers, office supplies)		X		

Objective 2.4- Provide administrative support for Landlord Outreach and Negotiation program.				
Key Work Items	Q1	Q2	Q3	Q4
Refine Landlord Outreach and Negotiation program budget	X			
Monitor Landlord Outreach and Negotiation program budget	X	X	X	X
Create financial sustainability plan for the Landlord Outreach and Negotiation program			X	X
Track Landlord Outreach and Negotiation program compliance with DHCD grant requirements	X	X	X	X
Track progress of VERP Work Plan for the Landlord Outreach and Negotiation program	X	X	X	X
Objective 2.5- Refine and implement marketing/outreach plan for Landlord Outreach and Negotiation program.				
Key Work Items	Q1	Q2	Q3	Q4
Refine marketing plan for Landlord Outreach and Negotiation program	X	X		
Create marketing materials for Landlord Outreach and Negotiation program	X	X		
Outreach to landlords with high eviction rates in Charlottesville and Albemarle County		X	X	X
Implement marketing/outreach plan for Landlord Outreach and Negotiation program	X	X		
Monitor implementation of marketing/outreach Plan for Landlord Outreach and Negotiation program	X	X	X	X
Objective 2.6- Refine and implement program evaluation plan for Landlord Outreach and Negotiation program.				
Key Work Items	Q1	Q2	Q3	Q4
Create vision statement for Landlord Outreach and Negotiation program	X			
Create logic model for Landlord Outreach and Negotiation program	X			
Refine program evaluation plan (e.g., Sources of output and outcome data, as well as data storage) for Landlord Outreach and Negotiation program	X			
Collect evaluation data for the Landlord Outreach and Negotiation program	X	X	X	X
Analyze and report evaluation data for the Landlord Outreach and Negotiation program	X	X	X	X
Monitor progress of evaluation plan for the Landlord Outreach and Negotiation program	X	X	X	X

Goal 3- Create a new Eviction Prevention Case Management program at the FOC/Housing Hub.

Description: The FOC/Housing Hub will hire an Eviction Prevention Case Manager. Services will include coordination of multiple streams of assistance to prevent evictions (rental assistance, legal support, landlord mediation, etc.) via in-depth, long-term case management. The target population is likely to be low-income tenants who reside in the three most common eviction zip codes and non-English speaking citizens who may face additional challenges that put them at an elevated risk for an eviction.

Objective 3.1- Recruit and train staff needed to provide Eviction Prevention Case Management services.				
Key Work Items	Q1	Q2	Q3	Q4
Create job description for new Eviction Prevention Case Manager position		X		
Recruit candidates for new Eviction Prevention Case Manager position		X	X	
Screen/Interview/Hire new Landlord Navigator position		X	X	
Create training plan for new Eviction Prevention Case Manager		X	X	X
Train new Eviction Prevention Case Manager			X	X
Monitor training plan for new Eviction Prevention Case Manager			X	X
Objective 3.2- Refine and implement design for Eviction Prevention Case Management program.				
Key Work Items	Q1	Q2	Q3	Q4
Create description of new Eviction Prevention Case Management Program	X			
Pilot Test new Eviction Prevention Case Management Program			X	
Refine description of Eviction Prevention Case Management Program			X	
Begin full implementation of Eviction Prevention Case Management Program Service			X	X

Objective 3.3- Create infrastructure needed for ongoing operations of the Eviction Prevention Case Management program.				
Key Work Items	Q1	Q2	Q3	Q4
Update draft policies and procedures for Eviction Prevention Case Management program			X	
Identify key organizations to which Eviction Prevention Case Management clients will be referred, including services offered and eligibility criteria for services	X	X		
Coordinate Eviction Prevention Case Management Program services with other organizations			X	
Create Eviction Prevention Case Management program documents (Client Intake Form, Client Services Tracking Form, Client Exit Form)		X		
Purchase supplies and equipment (e.g., Computers, office supplies)		X		
Objective 3.4- Provide administrative support for the Eviction Prevention Case Management program.				
Key Work Items	Q1	Q2	Q3	Q4
Update budget for Eviction Prevention Case Management program	X			
Monitor budget for Eviction Prevention Case Management program	X	X	X	X
Create financial sustainability plan for Eviction Prevention Case Management Program			X	X
Track Eviction Prevention Case Management program compliance with DHCD grant requirements	X	X	X	X
Track progress of VERP Work Plan for Eviction Prevention Case Management program	X	X	X	X
Objective 3.5- Refine and implement marketing/outreach plan for the Eviction Prevention Case Management program.				
Key Work Items	Q1	Q2	Q3	Q4
Update marketing plan for Eviction Prevention Case Management program	X	X	X	
Create marketing materials for Eviction Prevention Case Management program	X	X	X	
Implement marketing/outreach plan for Eviction Prevention Case Management program	X	X	X	X
Monitor implementation of marketing/outreach plan for Eviction Prevention Case Management program		X	X	X

Objective 3.6- Refine and implement program evaluation plan for the Eviction Prevention Case Management program.				
Key Work Items	Q1	Q2	Q3	Q4
Create vision statement for Eviction Prevention Case Management program	X			
Create logic model for Eviction Prevention Case Management program	X			
Refine evaluation plan (e.g., Sources of output and outcome data, as well as data storage) for Eviction Prevention Case Management program	X	X		
Collect evaluation data for Eviction Prevention Case Management program			X	X
Analyze and report evaluation data for Eviction Prevention Case Management program			X	X
Monitor progress of evaluation plan for Eviction Prevention Case Management program			X	X