

**HOME FAMILY HOUSING VOUCHER PROGRAM
APPENDIX C. HOUSING SUPPORT WORKER AGREEMENT**

Housing Support Workers who are working with HOME Family Housing Voucher clients are expected to provide essential navigation and retention services to ensure that the voucher holder households are prepared to move into permanent housing, maintain their housing stability throughout the voucher period, and have a plan for housing sustainability at the end of the HOME Family Voucher period. *(See below for detailed expectations.)*

Housing Support Worker Name: _____ Position: _____

Organization: _____ Contact Information: _____

(phone) _____ (email) _____

I agree to:

1. Meet with the _____ (name of head of household) household at least monthly, and in person when possible, for the duration of their HOME Family Housing Voucher rental assistance.
2. Notify CVOEO if/when services end or if there is a change in Housing Support Worker and ensure the household has adequate support, or if there is anything that threatens housing stability.
3. Create a plan for housing sustainability at the end of the HOME Voucher period.

Housing Support Worker Signature

Date

Housing Navigation Services: *To provide logistical and housing support to households preparing to move into permanent housing.*

- Identify housing barriers, needs and preferences
- Work to address barriers to project/housing admissions (e.g., criminal record, credit report, utility arrears, unfavorable references)
- Develop an action plan for locating housing; support housing search and placement
- Provide outreach and negotiate with landlords
- Work closely with housing providers regarding eligibility documentation and verification
- Follow-up on referrals to housing to support enrollment
- Assist with submitting rental/housing applications and understanding lease
- Ensure living environment is safe and ready for move in (facilitate inspections)
- Support compliance with fair market rent and rent reasonableness, if applicable
- Assist in arranging for/supporting move (set up utilities, moving arrangements, etc.)

- Find resources to support move-in (security deposit, moving costs, furnishings, other one-time costs)
- Provide education and training on the role, rights, and responsibilities of the tenant and landlord* and/or connect the household with CVOEO's educational resources/opportunities
- Develop of a housing support crisis plan that includes early prevention/ intervention when housing is jeopardized
- Identify of other service needs/ongoing retention support needs and connect client to mainstream services and benefits
- Maintain a relationship with household, identifying the appropriate level of support without creating over-dependence
- Ensure households have appropriate services after they have moved into permanent housing, including housing retention services

** Professional development training opportunities are available to Housing Support Workers through CVOEO*

Housing Retention Services: *To provide ongoing, individualized support and coordination for households once stabilized in permanent housing.*

- Provide early identification and intervention for behaviors that may jeopardize housing, such as late rental payment and other lease violations
- Coach on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy
- Assist in resolving disputes with landlords and/or neighbors to reduce risk of eviction or other adverse action
- Advocate and link with community resources to prevent eviction when housing is, or may potentially become jeopardized
- Assist with the housing recertification process
- Coordinate with the tenant to review, update and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers
- Continue training in being a good tenant and lease compliance, including ongoing support with activities related to household management, such as CVOEO's financial and renter's education programs
- Assist with developing, securing and/or coordinating mainstream services and benefits for the household, such as Head Start, Homeless Education Liaisons, WIC, Mental Health Services, Children's Integrated Services, Housing Choice Voucher, etc.
- Coordinate with CVOEO's Retention Support Services when needed for crisis situations, difficult cases, or when there is a communication breakdown with the landlord
- Collaborate with the tenant to create a plan for housing sustainability at the end of the HOME Voucher period