

3.07 Housing Abundance: Navigation Strategies that Work

2024 NATIONAL CONFERENCE ON
ENDING HOMELESSNESS

★ AND CAPITOL HILL DAY ★

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WASHINGTON D.C.

#NAEH2024

Detra Dixon

ddixon@under1roofdallas.org

Under1Roof, Housing Navigation Manager, Dallas, TX

Jimiyu Evans

jevans@pccihome.org

Co-CEO, Project Community Connections Inc., Atlanta, GA

Daniel Davis

daniel@hominc.com

Director of Landlord Engagement, HOME Inc., AZ

This session is tailored to empower you with practical insights and strategies to enhance your housing navigation efforts.

- system-level coordination
- partnerships
- risk mitigation strategies
- innovative approaches to navigate the rental market



From Unsheltered to Housed in Dallas

Detra Dixon

Housing Navigation Manager

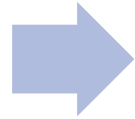
Under1Roof



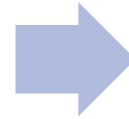
3 Phases of Housing Navigation



Referral,
Enrollment,
Intake



Identify
Housing, Apply
for unit and \$s



Warm Hand-off
to Case
Manager



The Frontline



Benefits of Housing Navigation



1. **Reduces recidivism**
2. **Rebuilds self-worth**
3. **Alleviates housing barriers**
4. **Identifies housing needs and restores independence**

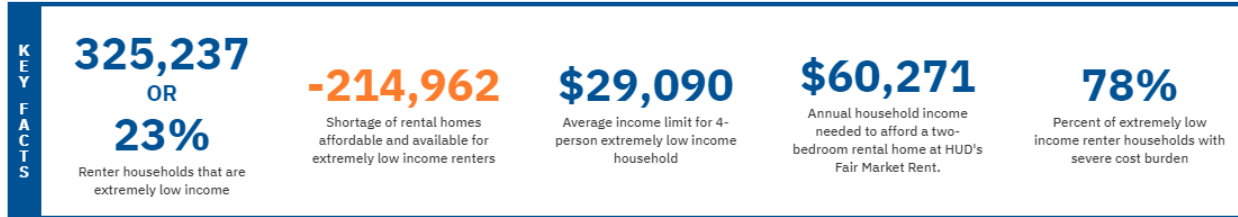




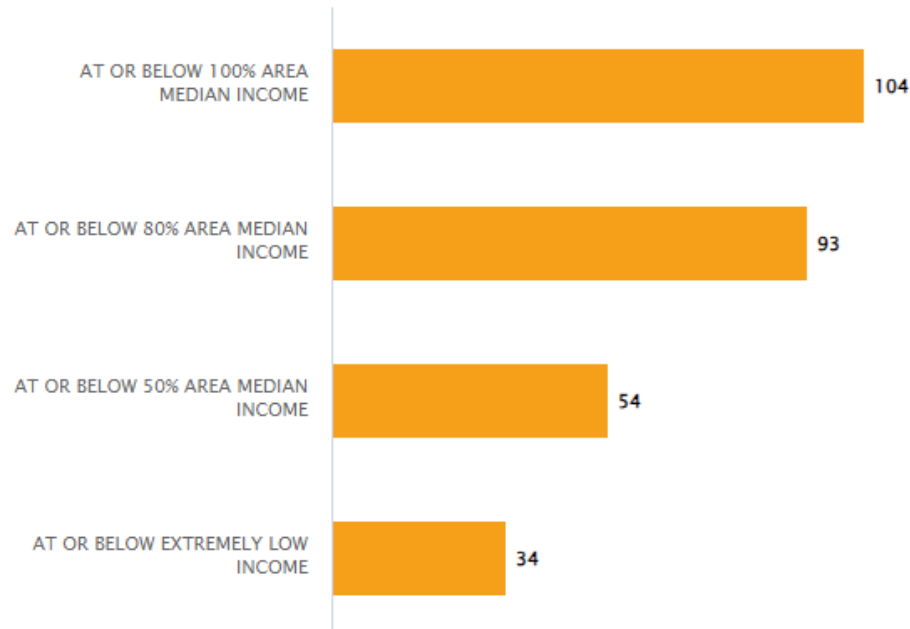
Jimiyu Evans
Co-CEO, PCCI
pronouns - he, him, his



Why is Housing Navigation So Important?



Affordable and Available Homes per 100 Renter Households



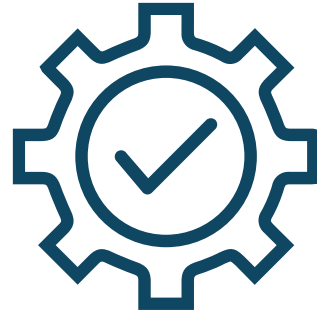
National Low Income Housing Coalition



PCCI's Housing Navigation Strategy



Identification



Maintenance



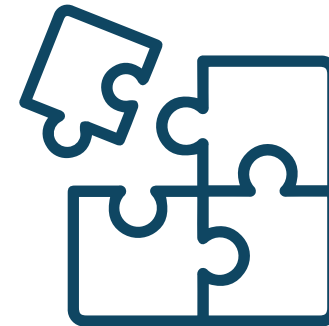
Access & Navigation



Approval



Mitigation



Stability & Services



Knowing Your Way Around the Leasing Office

- Leasing Consultant
- Property Manager
- Accounting Manager
- Maintenance Manager
- Resident Services
- Regional Manager



Engaging Property Owners & Operators

Daniel Davis

Director | Landlord Relations



How we include everyone

103

of landlords HOM surveyed to help us understand what landlords need and want in order to participate in programs.

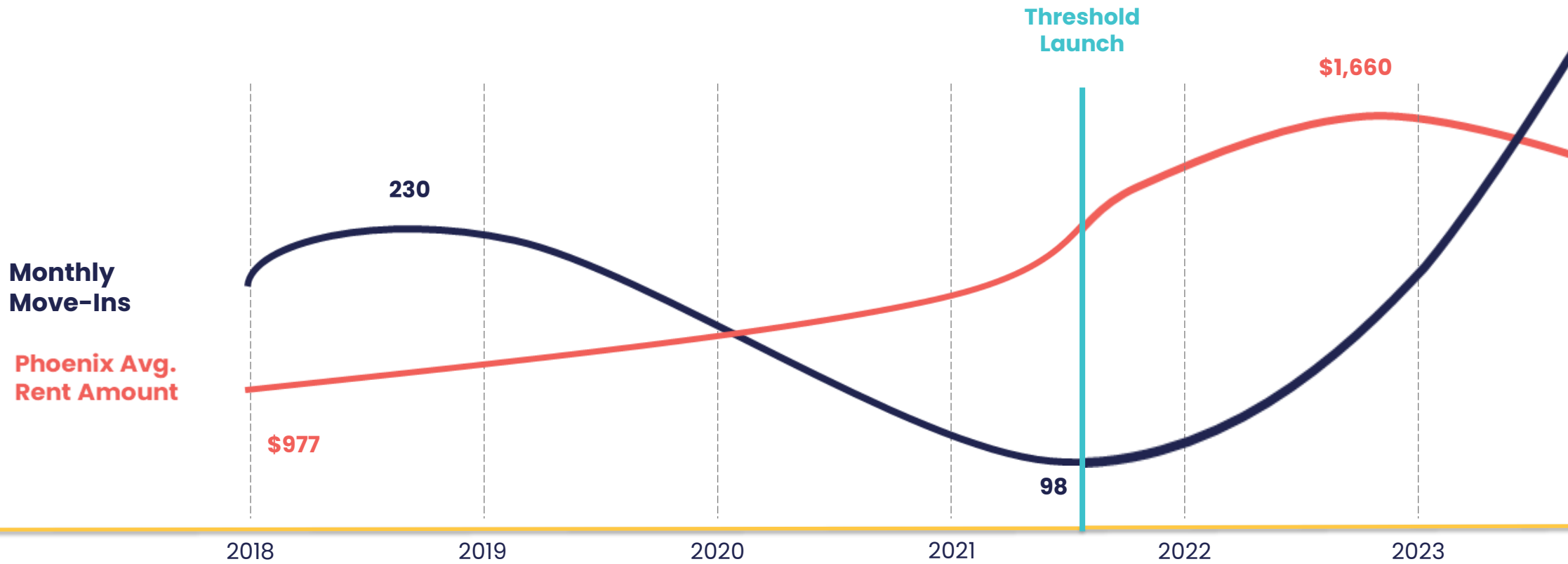
90

of responding landlords who would participate if protected against unpaid rent and vacancy loss

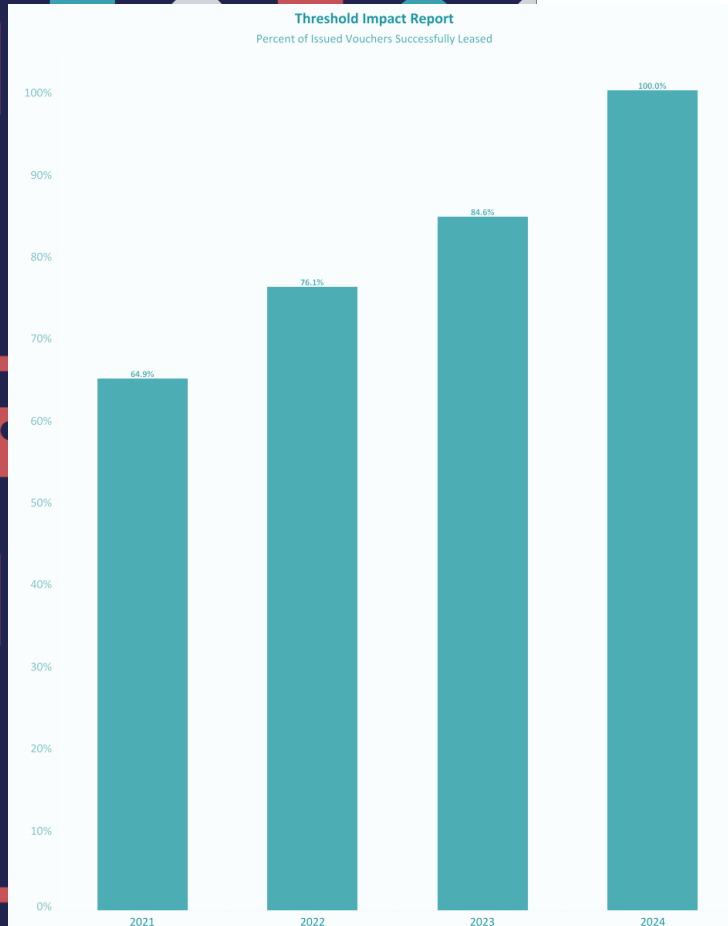
79

% of responding landlords who would participate with a one-time signing bonus.

Housing Market's Impact on Move-Ins



Highlights



4,515 leases enabled

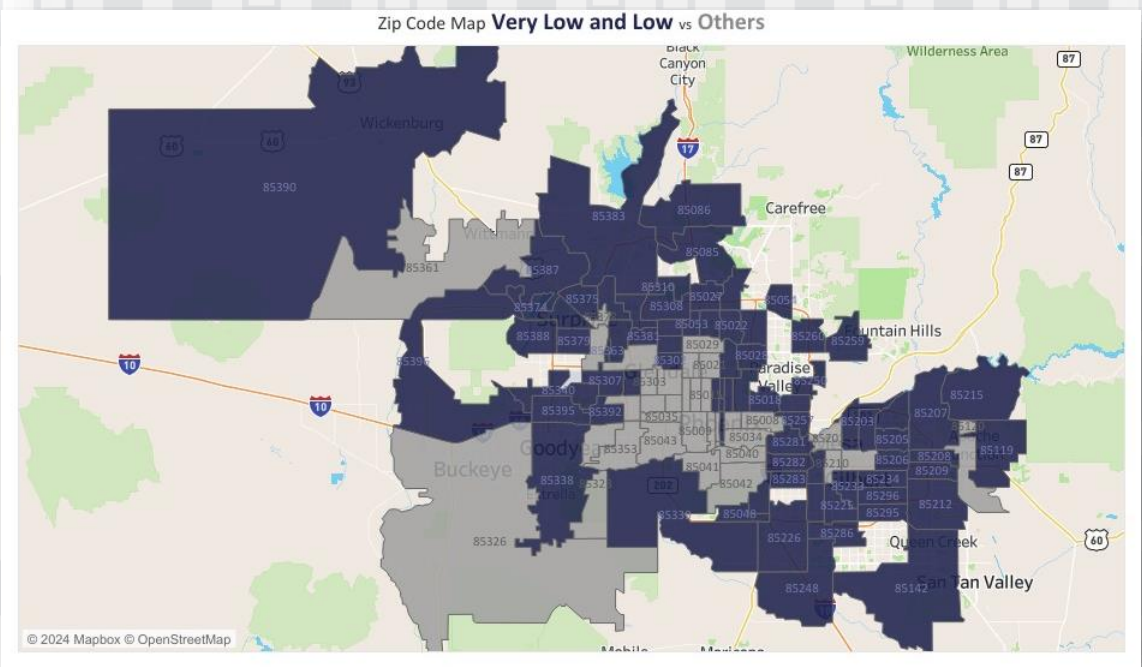
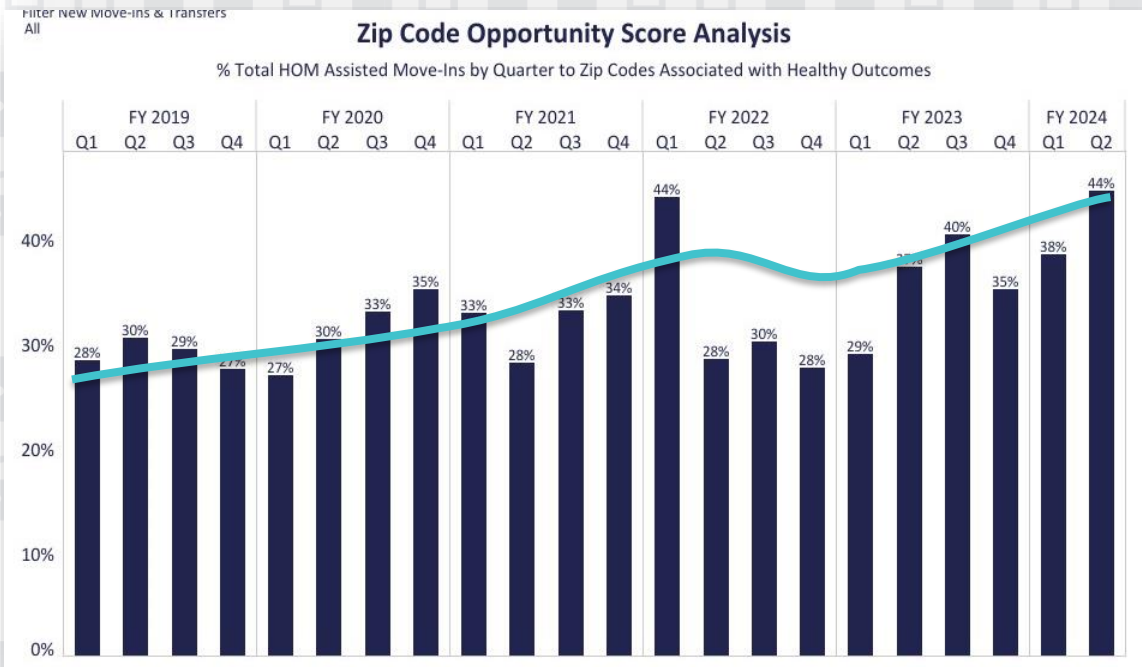
– 2,574 new move-ins; 1,601 in RRH

Full Utilization of rental assistance

90.5% Lease-up Success Rate, up from 65%

Search Time Reduced by nearly 10 days

More Choice, More Opportunity





Takeaways

Centralize the effort and impact

Ask landlords for input, then operationalize solutions

Fund expert staff, messaging, and resources

Partner with like-minded owners/operators

Ensure rising tides lift all boats

We don't speak property owner language, Threshold provides that gap for us. Threshold can really step in and focus on what they're good at, really cultivating those relationships, minimizing the risks, and really supporting property owners in a way that hasn't happened before.

Nicole Gibson, Director of Housing, UMOM New Day Centers