



# Temporary Rent and Utility Assistance (TRUA)

Safety, Housing, Education and Homelessness Committee

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# AGENDA

- Origin of the TRUA program
- Phase One: Nov 2017 – March 2018
- Phase Two: Through end of 2018
- Stabilization Toolbox / Housing Plans
- Discussion



# ORIGIN OF THE TRUA PROGRAM

- RFP for program issued in Spring 2017
- Purpose of the pilot program was to:
  - Address gaps in current programs that serve residents in finding and maintaining housing stability
  - Provide assistance at the time residents are experiencing a housing crisis
  - Mitigate displacement, help residents avoid eviction, and prevent homelessness

# ORIGIN OF THE TRUA PROGRAM

- Two partners selected to administer the pilot program (\$865,000)
  - Brothers Redevelopment Inc. (BRI)
  - Northeast Denver Housing Center (NDHC)
- TRUA launched on November 1, 2017
  - 311 received more than 1,500 calls about the program in the first month
- Strong focus on coordination with Denver Human Services, Energy Outreach Colorado, 311, Mile High United Way, and others

# ELIGIBILITY FOR ASSISTANCE

- Households earning at or below 80% AMI are eligible for assistance
- Renters experiencing a housing crisis can receive up to six months of rental assistance
- Renters and homeowners experiencing a housing crisis can receive up to two months of energy assistance (gas, electric, and water)

OED and partners estimated that 182 households would be served through pilot phase of program.

## PHASE ONE: Nov 2017 - Mar 2018

- Applications accepted until the end of February

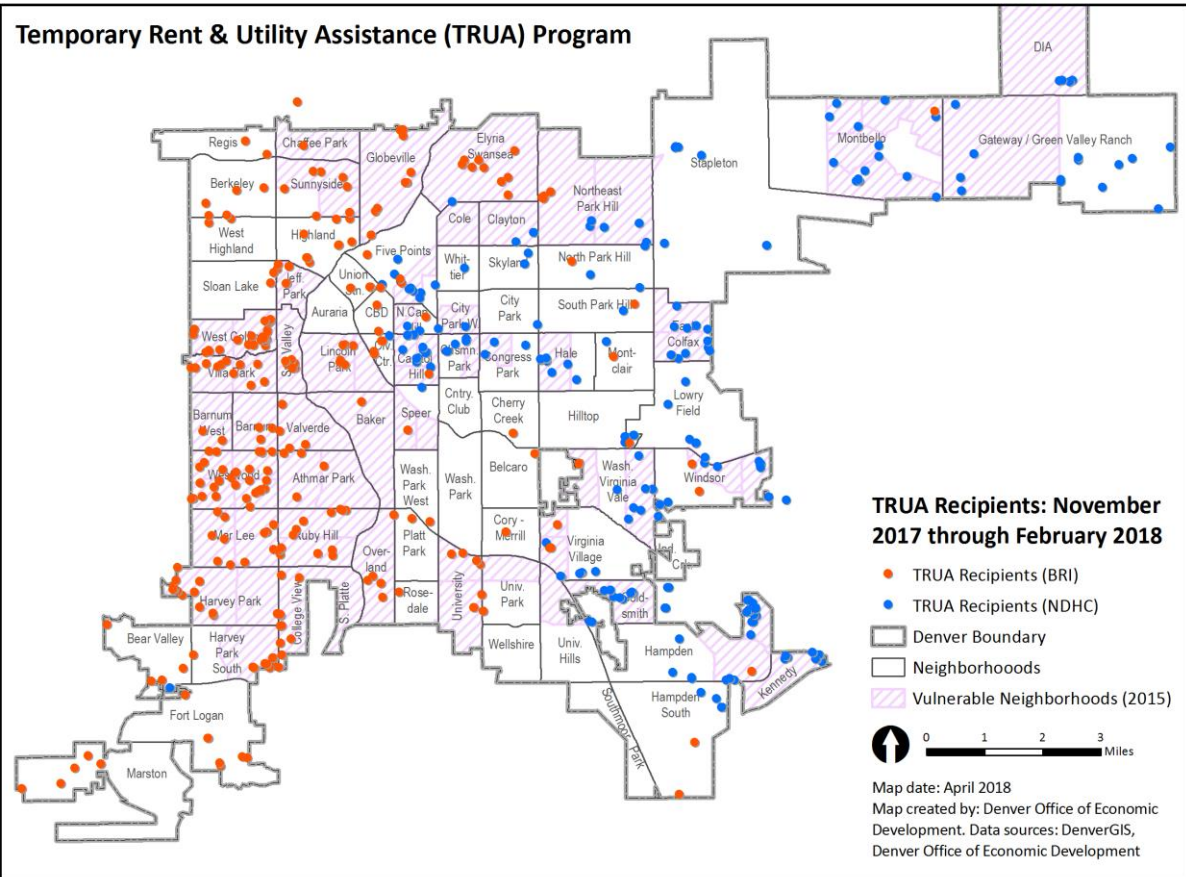
### RENTAL OUTCOMES

- 486 unduplicated households received rental assistance  
(average per household \$1,200)

### UTILITY OUTCOMES

- 52 households received water assistance (avg. \$317/household)
- 32 households received energy assistance (avg. \$344/household)  
+ Additional 157 households received EOC energy assistance

# PHASE ONE: Nov 2017 - Mar 2018



- 63% 0-30% AMI
- 27% 30-50% AMI
- 10% 50-80% AMI
- Majority of recipients were female heads of household

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# PHASE ONE: Lessons Learned

- High demand for this program
- Fewer than 5% received more than one month of rental assistance
- Primary reasons for falling behind on rent: health and medical issues, loss of job, and/or inconsistent income
- Need for housing counseling and benefit navigation services for longer-term stability and outcome data tracking

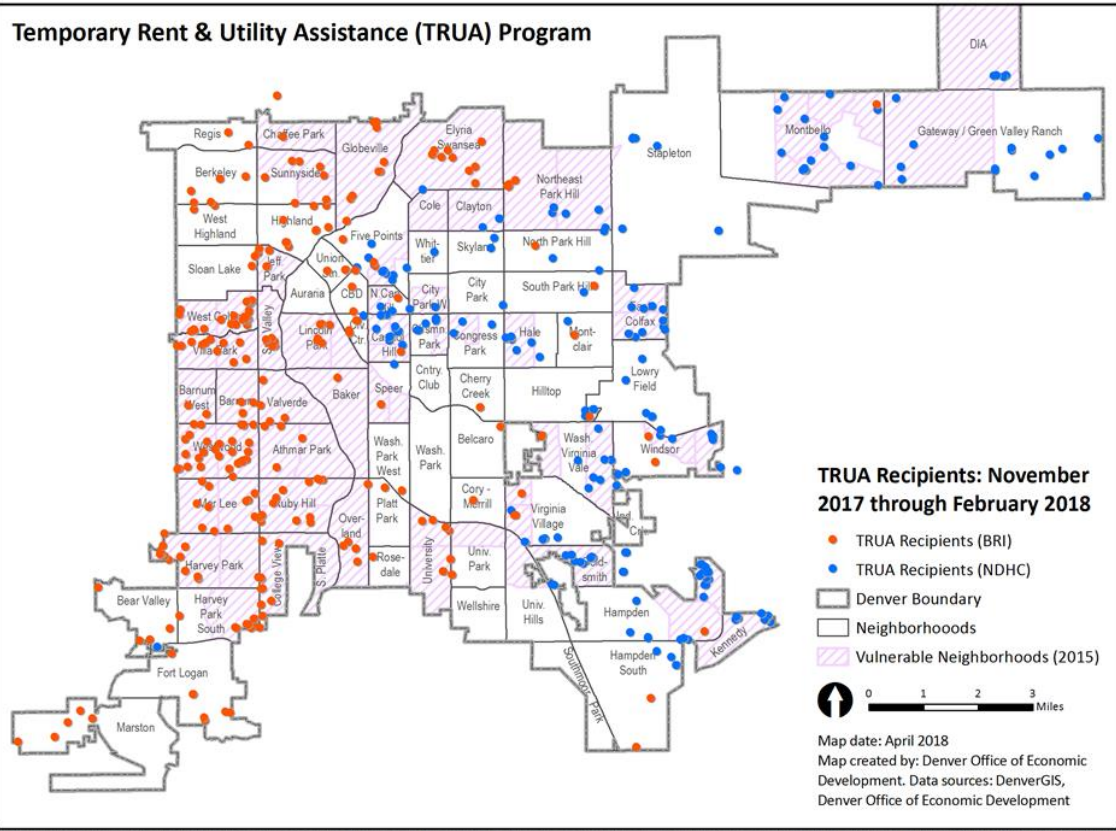


## PHASE TWO: Longer-term Stabilization Efforts

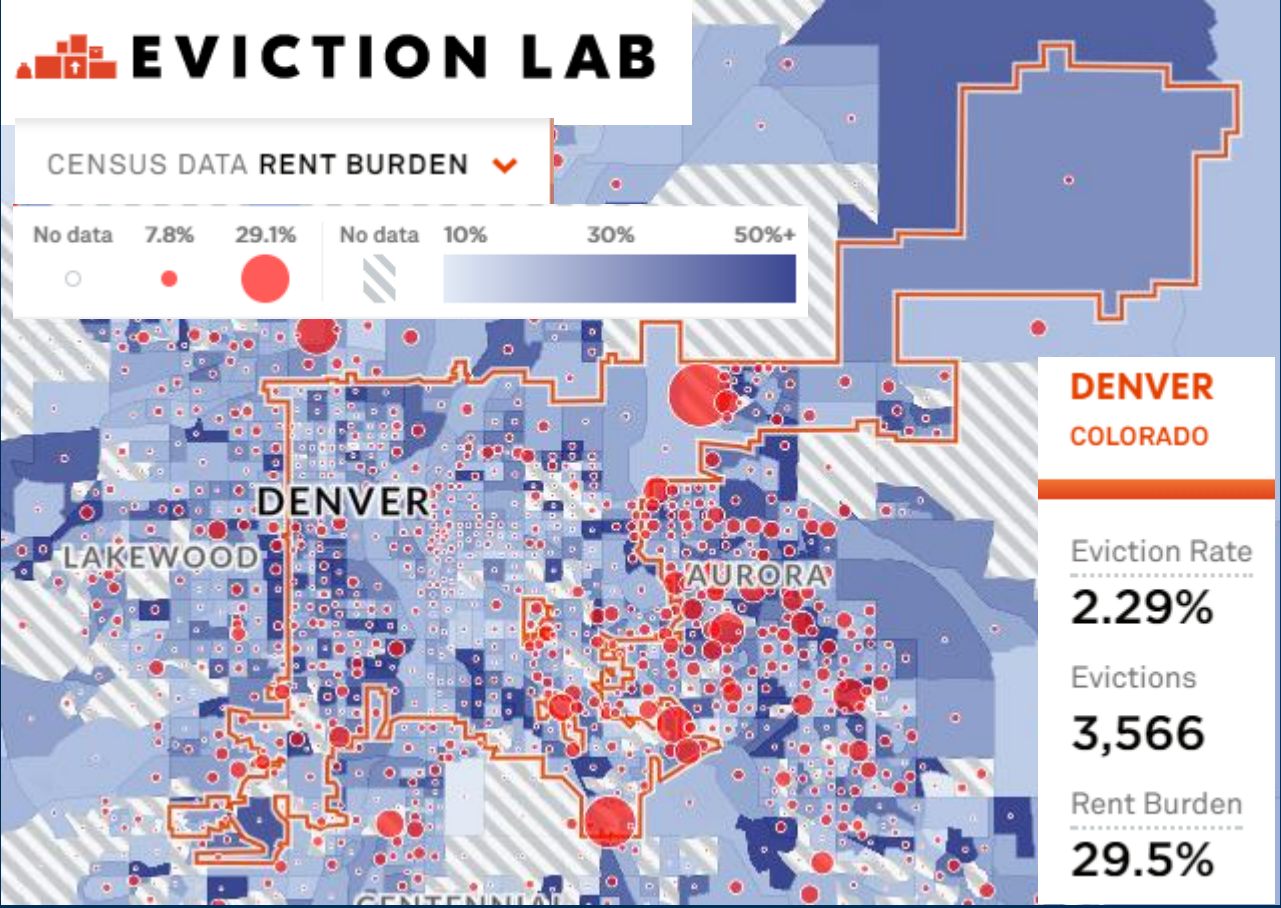
- Add \$500,000 to each contract and extend to 12/31/18
  - BRI: \$485,000 to \$985,000
  - NDHC: \$380,000 to \$880,000
- Add housing counseling and benefit navigation (leverage Wells Fargo grant)
- Partner with the Office of Financial Empowerment
- Partner with mediation services, eviction defense pilot program
- Leveraging PolicyLink's Anti-Displacement Policy Network
- Targeted outreach/marketing to neighborhoods vulnerable to displacement and those with higher eviction rates

# PHASE TWO: Targeted Outreach

## Temporary Rent & Utility Assistance (TRUA) Program



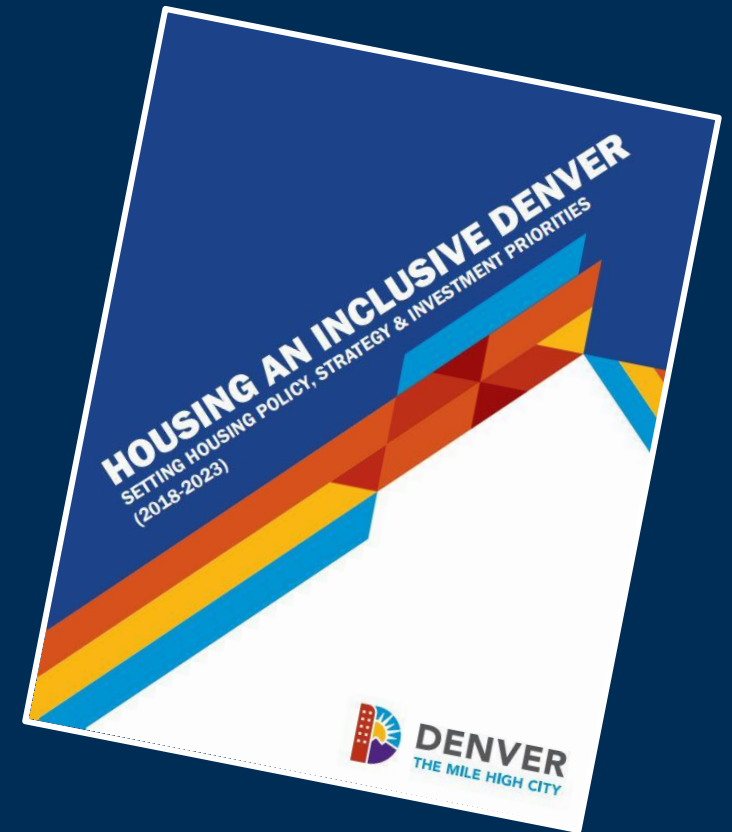
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# Our Stabilization “Toolbox” / Housing Plans

## Alignment with the Housing Plans:

- Stabilize residents at risk of involuntary displacement
- Leverage and enhance housing investments
- 20 - 25% of housing resources to serve residents earning below 30% AMI
- The city and its partners will aim to serve at least 10,000 households by 2023 through tenant-landlord counseling, eviction assistance, and emergency home repair programs



# REQUEST FOR APPROVAL

OED is requesting approval to add \$500,000 to Brothers Redevelopment and extend the current contract date to December 31, 2018.

OED is requesting approval to add \$500,000 to Northeast Denver Housing Center and extend the current contract date to December 31, 2018.



# QUESTIONS / DISCUSSION