

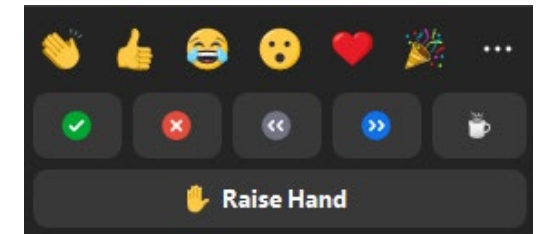
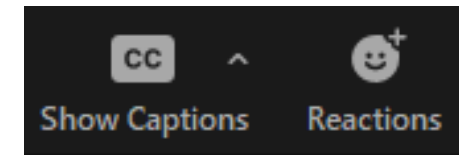
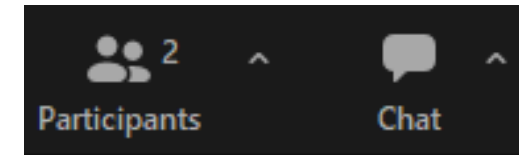
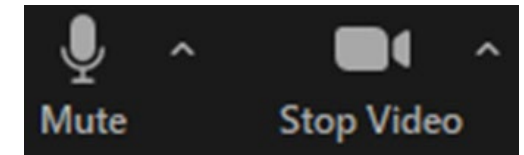
Welcome to the Workgroup on Expediting Rental Assistance!

Please use this time to get settled and test out Zoom features.

- **Mute/Unmute:** Turn your microphone on/off. Use the arrow to adjust settings.
- **Stop/Start Video:** Turn your camera on/off. Use the arrow to adjust settings.
- **Participants:** See who's currently in the meeting.
- **Chat:** Open the chat panel.
- **Show Captions:** Turn on live captions (it only turns on for you, not everyone).
- **Reactions:** Use the Raise Hand feature to show you'd like to talk.

Please ensure Zoom shows your preferred name, and (if you like) add your pronouns.

- Click the “Participants” button.
- Hover your mouse over your name, then click the three dots beside it.
- Click “Rename.” A pop-up box will appear – edit your name and your pronouns.
- Click “Change.”



1. Workgroup business
2. External consultation
 - Family Housing Fund presentation
 - Research in Action presentation
3. Break
4. Groupwork on developing options for solutions
5. Wrap-up and next steps

Workgroup business

- Annie Shapiro has left MinnCAP; Lori Schultz new representative.
- Any changes to the September meeting summary?
- Check Google Drive for new background materials.
- Kristina out of office 10/18 through 11/1; contact Karen if you need MAD.

Identify what **processes, procedures, and technological or personnel resources would be necessary** to enable agencies administering rental assistance to meet the following goals:

- within **two weeks** of receiving a completed application for rental assistance, make and **issue a determination** on the application; and
- within **30 days** of receiving a completed application for rental assistance, **issue payment** on an approved rental application to the landlord.



Programs in scope:

- Family Homelessness Prevention and Assistance Program (FHPAP)
- Emergency Assistance (EA)
- Emergency General Assistance (EGA)

Meeting flow

Month	WERA meeting	FHPAP and EA/EGA meetings
September	Build common knowledge	Further analyze issues
October	Brainstorm options	Refine options
November	Select options to turn into recommendations	Prepare to draft recommendations
December	Refine draft recommendations	Refine draft recommendations
January	Finalize and vote on recommendations Review draft legislation	-
February	Finalize and vote on legislation Discuss final report Wrap up and celebration	-

External consultation

- Members are working on engaging tribes.
- Some members have added notes to Google Drive.
- Share a few things you've heard?
- Updates today from:
 - Family Housing Fund
 - Research in Action



FHFund slides

RIA slides

Strengthening the Safety Net for Housing Stability

Insights from
Community Engagement
October 2023



FAMILY HOUSING
FUND



IMAGINE | DELIVER

Welcome & Agenda

- Overview of our Safety Net Project and our approach to learning
- Summary engagement and insights
- Next steps
- Q & A

The Context: Housing and Emergency Financial Assistance in Minnesota

About Our Project

- In April 2023, Family Housing Fund launched a strategic engagement effort to re-imagine Minnesota's emergency financial assistance system and strengthen the safety net for housing stability.
- The project involves community engagement (phase 1), a series of co-design workshops (phase 2), and a final report, which we'll deliver in December 2023.
- The project centers around a key question:

How might we collaboratively design and implement a transformative emergency financial assistance system that promotes housing stability and responds to the needs of all Minnesotans?

Housing Instability and Racial Disparities in Minnesota

48%

of renters in Minnesota are cost-burdened, meaning that they spend more than 30% of their income on housing costs.

24%

of renters are severely cost-burdened, spending more than 50% of their income on housing.

19,600

Minnesotans experienced homelessness on any given night.

BIPOC people account for over

64%

Of those experiencing homelessness in Minnesota.

American Indian individuals are

30 times

more likely to be homeless than white individuals.

There have been

24,142

eviction filings in the past year, 43% more when compared to an average year before the COVID-19 pandemic.

Definitions Guiding Us

Emergency financial assistance

Financial assistance to resolve a crisis – the focus of this project.

Emergency rental assistance

Financial assistance to help with being behind on rent payments. Examples include recent COVID-era programs.

Rental assistance

Ongoing financial help with rent, such as voucher programs.

Minnesota's Emergency Financial Assistance System

Emergency Assistance (EA)

Eligible expenses: basic needs such as food, shelter, and utilities; can also include additional services such as childcare and transportation.

Emergency General Assistance (EGA)

Eligible expenses: basic needs such as food, shelter, and utilities.

Family Housing Prevention and Assistance Program (FHPAP)

Eligible expenses: supportive services and financial assistance to retain or obtain housing.

A Historic Opportunity

- Through the COVID-19 pandemic, we all collectively learned a great deal about what works and what doesn't in the delivery of emergency financial assistance. It's time to harness those learnings.
- This project will complement the efforts of a new State Workgroup tasked with developing recommendations for expediting emergency rental assistance.



Learning Methods

A Collaborative Approach

We collaborated with:

- Minnesota ERASE Campaign
- SHiP Collaborative
- Align Minneapolis
- Minnesota Coalition for the Homeless
- HousingLink
- Minnesota Multi Housing Association



Imagine Deliver's Approach

- We used a community-driven approach that centers the experiences of people that have been marginalized.
- We offered participants compensation for their time and wisdom.
- We used four engagement methods:
 - In-depth interviews
 - Listening sessions
 - Pop-up event
 - Online survey
- The pop-up survey was available in English, Spanish, Somali, and Hmong.





Our Engagement by the Numbers

Engagement At-a-Glance - By Method



379

Total people engaged

24

people participated in in-depth interviews

200

people completed surveys at pop-up event

113

people attended listening sessions

42

people completed online, self-directed surveys

Our Engagement At-a-Glance - By Self-Identified Affiliation



126

Renters

46

Assistance program
administrators

36

Government staff / officials

40

Rental property owners /
housing providers

158

Housing advocates /
community based
organization staff

19

Other
(including lawyers, social
workers, and health system
workers)

73

Community members /
leaders

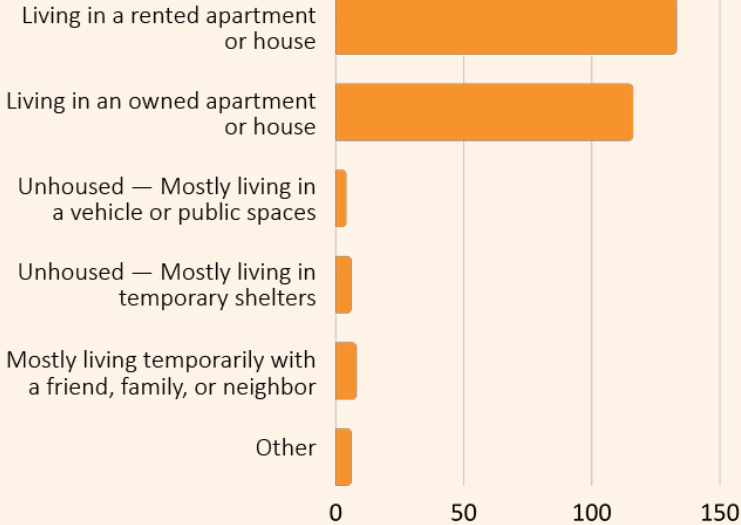
Key Involvement and Demographic Information

85%

of participants have applied for emergency financial assistance themselves or helped someone else apply

50%

of participants identified as Black, Indigenous, and People of Color (BIPOC) or other

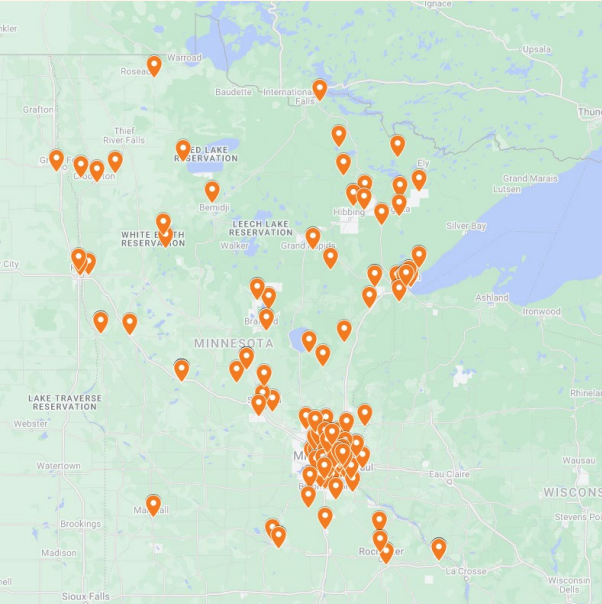


19

participants were unhoused

61%

of participants live within the Seven-County Metro Area





Themes and Insights

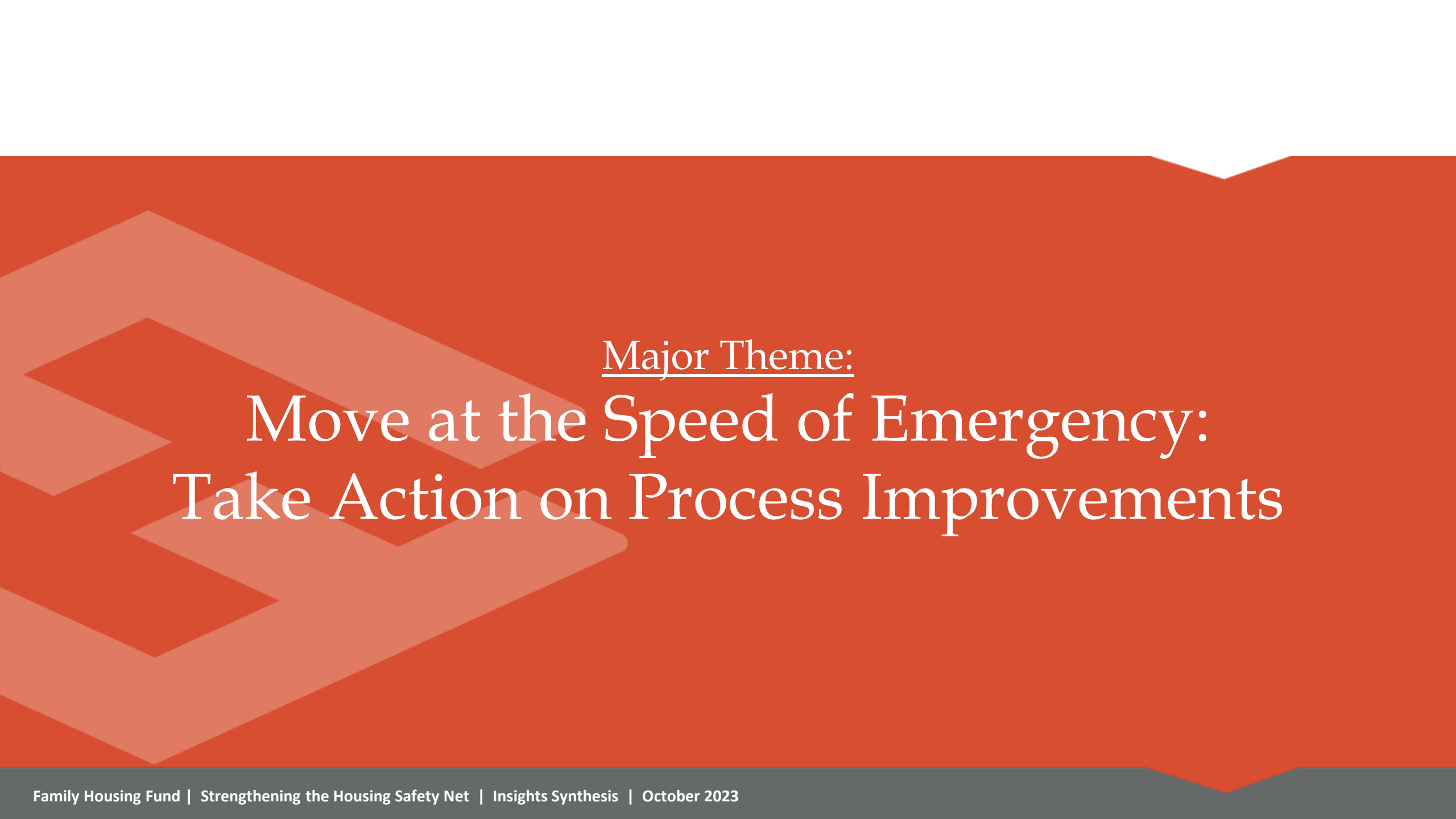
Three Major Themes Emerged

1. Increase funding to move beyond a model of scarcity
2. Move at the speed of the emergency and tackle process improvements
3. Center people and activate community genius

Foundational Learning:

Increase Funding to Move Beyond a Model of Scarcity

- Respondents expressed discontent with both *how* EA, EGA, and FHPAP are funded and *how much* funding is available. This is a recurring and underlying theme throughout our findings.
- Demand for assistance continues to increase year over year; recently, demand it has tripled in two counties and doubled for the rest.
- The majority of people who applied for assistance are denied; for EGA, counties shared approval rates ranging from 6% to 13%.
- Adding funding alone will not transform access to emergency financial assistance, but many issues stem from the structure of funding and funding availability.



Major Theme:
Move at the Speed of Emergency:
Take Action on Process Improvements

INSIGHT

Streamline at the State-Level to Integrate the Application Process

- The relative size of EA, EGA, and FHPAP does not justify the operational costs that are needed to administer them as mandated, creating problems across intake, staffing, and communication.
- Some counties have piloted initiatives to eliminate work duplication and service delays.
- Renters and housing advocates want the onus of the process to be on the system, and the experience to be more accessible and transparent.

What People Said

“

I don't understand why we all have to scan things, copy things, fax it – the logistics are terrible and don't align with the current day and age for innovation.

- Renter

We spend so much time doing the administrative portions of all of these different, separate pots of funding with all the different rules. It is very complex. Even those of us that administer it everyday get confused between one pot of funding and the next. There's different timelines, different reporting, different system.

- County Official

”

What People Said

“

They should help before you become nearly evicted. It should never ever have to get that, because if I'm showing proof I don't have the money, and that I am struggling, why have me continue struggling till I hit rock bottom and don't have a home?

- **Unhoused Person**

We will expand or contract the rules of the program to either spend faster or slower. And at this point, I feel like we've contracted it so much that we're done.

- **County Official**

Going to my landlord and asking for an eviction letter made me SO EMBARRASSED.

- **Renter**”

INSIGHT

Expand Eligibility to Prevent Homelessness

- Local administrators emphasized that the 200% poverty guideline income overly restricts many economically insecure families. It can contribute to the destabilization of households on the brink of crisis but able to meet the other affordability criteria.
- Renters and community organizations emphasized the devastating effect of being “over the limit by \$1” and the unfairness of different eligibility criteria by county.

INSIGHT

Simplify Verification for a Humanizing Experience

- Streamlining steps and minimizing repetitive information requests can build trust and lead to a more dignified experience for administrators and applicants, including conversations around over-verification for fraud.
- Updating the electronic data management systems is a priority.
- Both administrators and applicants reported feeling the toll of affordability tests.
- Half of applicants do not know why their applications are denied.

What People Said

“

The questions asked by the interviewer seemed to try to disqualify us out of emergency assistance instead of finding out why we would qualify.

- Renter

To work with and having to make decisions about targeting is hard to communicate. It's hard to communicate why you select one household over another.

- County Official

Do not require sobriety or lifestyle standards.

- Researcher

”

What People Said

“

The time period that you have to wait for approval is digging a hole. By the time you get approval, the next week rent is due again. It's like you have one foot on a banana peel and the other one on a roller skate. You are going down either way.

- Renter

I would require EVERY PERSON, from the CEO to the case managers that works at the organization, to have to experience the process from our perspective. With the anxiety that comes with it.

- Unhoused Person

”

INSIGHT

Speed Processing Times to Outpace the Crisis

- Households spend valuable, critical hours navigating the system. This exacerbates their financial struggles.
- The increase in applications, “back and forth” with applicants, complexity of the verification process and time between determination and payment processing all aggravate the local administrators’ ability to act quickly.
- To outpace the crisis of an eviction, participants suggested pausing eviction proceedings while assistance applications are pending, as well as same day electronic fund transfers.



Major Theme:
Center People: Activate Staff
and Community Genius

INSIGHT

Invest in Staff to Improve Outcomes

- Empathetic staff can make a tremendous difference for applicants, who feel “seen” and “heard.”
- Emotional stress, limited capacity and non-competitive salaries lead to burnout and turnover.
- Investing in staff can lead to higher productivity and better service delivery, including more connections to new resources.

What People Said

“

I had a really great case worker... she was compassionate, and she called me and explained things to me. I had just had my baby and I was in a difficult situation. This woman named Susie was very good to me and got me the help I needed.

- Renter

The heaviness rolls down so that it truly is the frontline staff who are at the bottom of the waterfall [...] And it's the people providing services that not only have to be in that trauma with people experiencing trauma, but they're the ones who have to do it with the uncertainty and knowledge of how long their jobs are going to last.”

- State Official

”

What People Said

“

Trauma and homelessness do not work a 9-5 PM, M-F schedule.

- Community-Based Organization

Have workers go out with street outreach team so they can assist in person. Many people in encampments do not have technology to communicate with others.

- Community-Based Organization

I'm in a rural area. So we have to walk with three children, at least four or five miles just to get all of our paperwork in.

- Renter

”

INSIGHT

Increase Accessibility by Meeting Applicants Where They Are

- Participants imagined a housing safety net that is easy to navigate across all platforms – whether it's online, over the phone, or in person.
- They envisioned support that was inclusive of languages, digital skills, and access to technology.
- Many community-based organizations brought up the “No Wrong Door” framework as a people-first way to deliver services.

INSIGHT

Celebrate Community Wisdom to Advance Equity

- Co-designing the system with applicants and people who experience housing instability will build better solutions.
- Participants referenced the FHPAP Homeless Response Advisory Committees as a way to integrate these diverse perspectives.
- Respondents spoke highly of many organizations and coalitions and their efforts throughout the state. Continuing to co-design programs with the input of community members and organizations will be key.

What People Said

“

The first thing I think of when I think about solutions for the emergency financial assistance system is building partnerships. We can't do it alone, and so many other great organizations are already doing this sort of work.

- Community-Based Organization

Community members have volunteered and helped move people and find them housing and stop in to visit them... so they don't feel alone. I mean, those are things that you just don't get out of the regular program. Those are things that happen because of the way that the [FHPAP] advisory committee is structured.

- State Official

”



Our Next Steps

FHFund Next Steps

- We will publish these insights in a report and send it to you, along with an opportunity to stay connected through our website.
- Co-design workshops will produce a report of actionable recommendations in December.
- Continued partnership is critical for advancing a bold community vision for the housing safety net.



Acknowledgements

Our deep thanks goes out to all who participated in this project so far, and special thanks to Imagine Deliver for facilitating this engagement and synthesizing insights.

We are grateful to our partners who supported this project, including the Minnesota ERASE Campaign (End Rental Arrears and Stop Evictions), the Stable Housing Is the Priority (SHiP) Collaborative, Align Minneapolis, the Minnesota Homeless Coalition, HousingLink, and Minnesota Multi Housing Association.

We are also grateful to our funders: Patrick and Aimee Butler Family Foundation, Pohlad Family Foundation, and Funders for Housing and Opportunity.



Audience Q&A



RIA Data Walk



RESEARCH
IN ACTION

Agenda



**RIA Team
Introductions**



**Review Project
Timeline**



**Overview of our
Analysis Process**



**Review of Themes
and Key Learnings**



**Community-Based
solutions**



Best Practices



Meet the RIA Team!



Dr. Brittany Lewis
*Founder, CEO, and
Director of Research*



Emma Wu
*Special Projects
Manager*



Tsion Tulu
*Lead Research
Support Specialist*



Project Timeline



What Systems Are We Assessing?

Emergency Assistance (EA):

- Emergency Assistance is a cash-grant program for families with low incomes experiencing household emergencies.
- Counties can add their own rules about who can get Emergency Assistance and how often.
- You don't have to be on or eligible for Minnesota Family Investment Program to get Emergency Assistance.
- You have to meet income guidelines.
- You can't have received Emergency Assistance within the past 12 months. Some counties may make you wait longer.
- Emergency Assistance must resolve the crisis.
- You have to use your own money first. Emergency Assistance can be used to pay what you can't. The amount of Emergency Assistance might not cover the entire emergency, but can help.

What Systems Are We Assessing?

Emergency General Assistance (EGA):

- Adults with low incomes and no children in the household who are facing a household emergency may qualify for this cash-grant program.
- Counties can add their own rules about who can get Emergency General Assistance and how often.
- You don't have to be on or eligible for General Assistance to get Emergency General Assistance.
- You have to meet income guidelines.
- You can't have received Emergency General Assistance within the past 12 months. Some counties may make you wait longer.
- **You can't be on the Minnesota Family Investment Program. If you are on the Minnesota Family Investment Program and have an emergency, you should apply for Emergency Assistance.**
- Emergency General Assistance must resolve the crisis.
- You have to use your own money first. Emergency General Assistance can be used to pay what you can't. The amount of Emergency General Assistance might not cover the entire emergency, but can help.

What Systems Are We Assessing?

Family Homeless Prevention and Assistance Program (FHPAP):

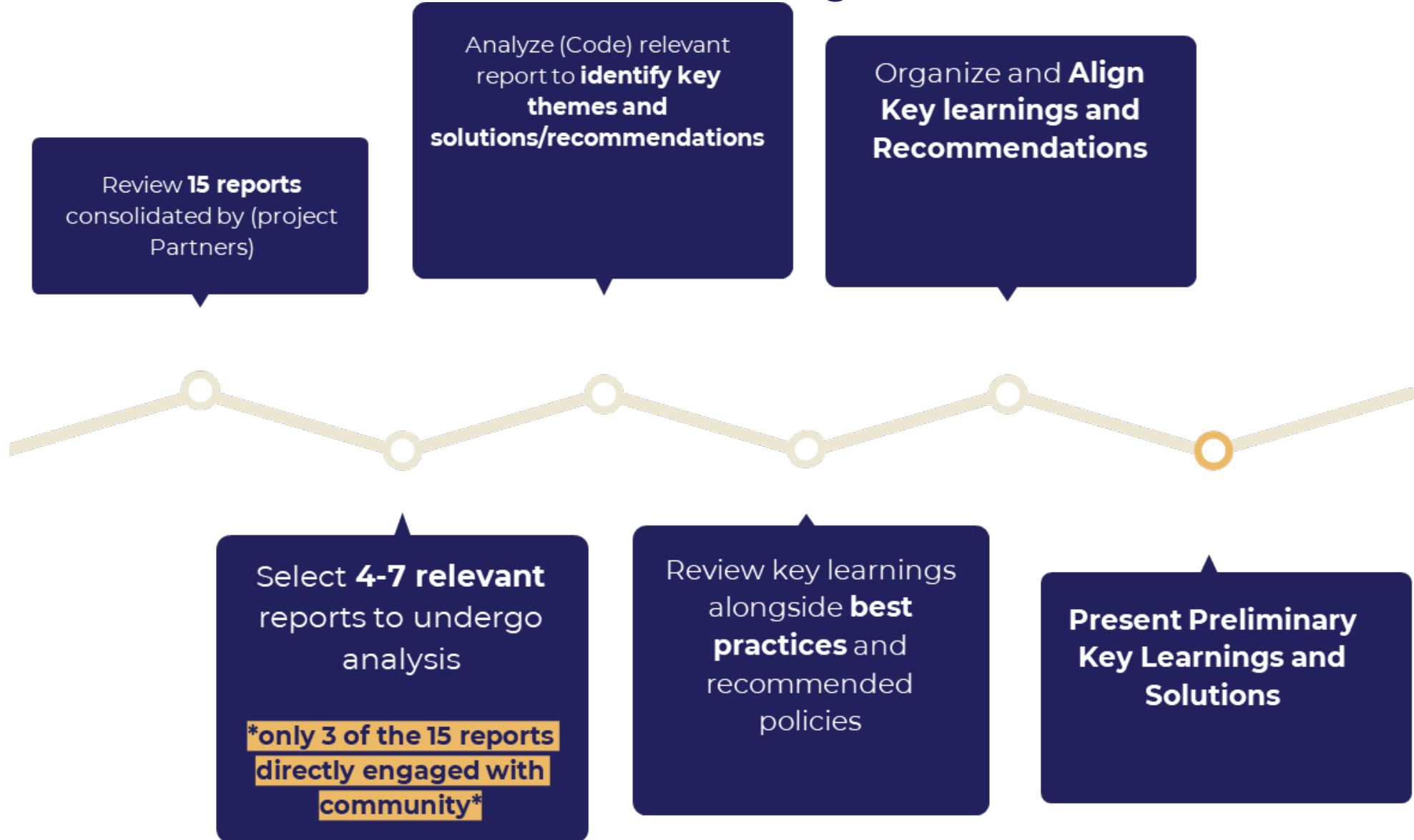
- The Family Homeless Prevention and Assistance Program (FHPAP) provides supportive services and financial assistance, such as rent deposits, rent payments or utility payments, to eligible households that are homeless or at imminent risk of homeless.
- Income at or below 200% of federal poverty guidelines
- Minnesota residents, or household otherwise approved by Minnesota Housing
- Experiencing a housing crisis

Households are assessed by FHPAP providers to determine eligibility and level of assistance. Funds are limited and may not be available for all households.

Key Terms

- **Emergency** - 'A situation in which an ASSISTANCE UNIT is without, or will lose within 30 days after application, a BASIC NEED. An EMERGENCY situation must require immediate financial assistance. The financial assistance required by the EMERGENCY must be temporary and must not exceed 30 days.' (Department of Human Services Combined Manual)
- **Social Service Runaround** - 'the "runaround" was quite literally the process of collecting the forms, paperwork and permissions at different places, within a frame of limited information' (Illusion of Choice)

Our Literature Analysis Process



Reports

Report	Year	Community Engaged?	Summary
<p>The Illusion of Choice: Evictions and Profit in North Minneapolis</p> <p><i>-Center for Regional Affairs (CURA)</i></p>	Published 2019	Yes	<ul style="list-style-type: none"> Interviews of 68 tenants and 32 landlords in two zip codes in North Minneapolis This report reviews relevant literatures & court documents, and details findings from community member interviews to inform current eviction experiences and create policy recommendations for Hennepin County
<p>Evaluation of the Hennepin County Emergency Assistance Redesign</p> <p><i>-Rise Research</i></p>	Published 2021	Yes	<ul style="list-style-type: none"> Analysis of feedback from 178 EA/EGA applicants, 12 semi-structured interviews with EA/EGA staff, focus group of 30 Hennepin County staff and residents. This report details findings and recommendations from the evaluation of a redesign's program led by Hennepin county, Pohlad, and community providers.
<p>Hennepin County Redesign Evaluation and Follow up</p> <p><i>-Research in Action Memo</i></p>	Published 2021	Yes	<ul style="list-style-type: none"> 4 community participants in panel meetings and 5 community speakers in panel meetings RIA partnered with Hennepin County Pohlad to ensure that efforts to implement the emergency assistance programs redesign plan incorporated a lived experience feedback and equitable evaluation process.
<p>Feedback about Minnesota's 2020 COVID-19 Housing Assistance Program</p> <p><i>-Culture Brokers</i></p>	Published 2021	No	<ul style="list-style-type: none"> 78 participants in a landlord focus group , 99 participants in a CBOs focus group MHFA and Pholad get feedback on the 2020 Covid housing assistance program application process and design of rental assistance program.



Themes from Key Sources Review

Communication

Language/Literacy
Status Updates
Outreach

Eligibility

Technology

Time

Dehumanization



**Language/
Literacy**

Status Updates

Communication

Problems that relate to the communication of information from service providers to potential and current applicants

Outreach

Communication



*"As one group stated," when people are connected to organizations that **don't speak their language, they (clients) fall-off.**"*

– Culture Broker



Communication



*"Interview data supports the finding that EA/EGA workers generally want a better way to communicate directly with residents, including **a team email address** and **the ability to text residents** when they are on hold."*

—RISE Research



Communication



*"This inability to determine status of an application creates **uncertainty** and leads to some **applicants dropping out**. It also amplifies the **stress and trauma** applicants are already experiencing."*

—Culture Broker



Key Learnings

- The written instructions on outreach material and language used to guide applicants through the process is not accessible
- The length of time that an applicant has to wait for a status update on their application negatively impacts applicants' experience



Eligibility

Common problems that relate to eligibility and eligibility criteria

Too many requirements to prove Eligibility (documents)

Restrictive or Unclear Eligibility Criteria

Eligibility



*“Just over one-third of Resident Feedback Tool (RFT) respondents who did not receive assistance reported that they did not understand why their application was denied. These respondents mentioned **issues related to eligibility guidelines** - particularly **related to income and rent.**”*

– RISE research



Eligibility



*"I feel like I don't get to help that many families because of our program rules. The way they're written seems to be tailored to people who get subsidies because you don't want them to lose their subsidy. **There's a lot of denying that I've had to do**, and it's kind of disheartening in having to explain the rules to the clients even though **I don't necessarily agree with all of the rules**. It's just kinda unfair. **It would be a breath of fresh air if we could revisit some of those rules. There's a population of people that we're not helping**. It's disheartening to be the voice and having to explain that to clients where there are so many people being denied." (EA Human Services Representative) "*

– RISE research



Eligibility



*"It is estimated that **only 20% of the residents in Greater Minnesota would be eligible**"*

"Minnesotans living in Greater Minnesota struggle getting to navigators, accessing the internet and transportation. USPS is often the only means for sending paperwork via mail which could be engender delays."

– Culture Broker



Eligibility



*“Residents in our data walk also drew attention to the inability to get help as a single adult, with one resident noting: **“It honestly feels like singles are being forced to do things on their own** without really giving them the help they need to live the lives they want to live or giving them resources/networking that could help them.”*

– RISE research



Key Learnings: Eligibility

- Eligibility Criteria For EA/EGA programs are too restrictive
- Applicants (especially those residing in Greater MN) who have to rely on mailing system to send in required documents find the application process for EA/EGA difficult.



**Access to reliable
Technology**

Technology

Problems with Technology (accessing or navigating it) as it relates to applying for assistance

**Need for in-person
assistance/navigators**

Technology



*"Navigating the process and the technology capability for some clients can be a hurdle. There is the **additional burden of some clients who may need to pay for extra internet service** in order to access online services."*

– Culture Broker



Technology



*“Someone who does not understand the documents or the online format – **they need to be taught** or there **needs to be an option to meet in person.**”*

– RISE Research



Key Learnings: Technology

- Technology challenges hinder some applicants from finishing their application
- The need for technology assistance not being met can make the process more difficult



Time

Problems that time when applying
or receiving assistance

**Response
Times**

Time



*"Due to the rapid nature of the eviction action process, the timeline of **EA/EGA application and appeal response needs to be shortened**"*

– Illusion of Choice



Time



*"Average number of days an application was **pending was 28 days for EA** and **23 days for EGA.**"*

– RISE Research



Time



*"...And all the hoops you have to jump through, with the county, trying to get assistance. And then find out that you don't get it. **Why the hell does that take so long?**"*

– Illusion of Choice



Key Learnings: Time

- The current EA/EGA application timeline is not aligning with the eviction action process
- The general application process time creates frustration for applicants experiencing rental assistance emergencies



Dehumanization

Participant experiences of devaluation from the
Emergency Assistance system and providers



"One person, like, **pretends...they're paying the stuff, like they're helping you, like coming from their pocket.** That's how they acted and then they don't treat us like, you know, this is the government funding and then they don't tell us the requirement, like ya know, you need this to qualify. **They just shut you down,** like you know, hey you don't qualify."

– RIA Memo





"I wish that the system was more humane for people to have some kind of dignity, somewhere along the way. It'd be okay with asking for help, and not having so many doors shut in your face. "

– Illusion of Choice





*“many [Landlords] noted a **general lack of professionalism on the part of frontline personnel...**almost all landlords described city inspections as a biased system, stating that code enforcement differed based on the inspector assigned. Landlords described feeling like they were **being treated as “slumlords”**”*

– Illusion of Choice



Key Learnings: Dehumanization

- Attitude of county staff providing service negatively impacts applicants' experience
- Feeling dehumanized in the application process deters applicants from trusting service agencies





Solutions



Community-Based Solutions

Community recommendations:

- Not using UDs as an automatic disqualifier for housing from all systems
- Reduced number of required documents and steps to submit and process applications
- Development of a Combined Application



Community based solution:

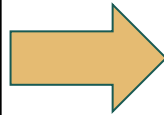
Creating a centralized emergency rental assistance system for all counties

- One process
- One portal to upload all information

Community-Based Solutions 1/3

Community recommendations:

- There must be multiple ways for applications to be completed
- Providing better clarity in eligibility criteria, service instructions, and documentation requirements to further improve experience in seeking assistance
- Provide technology assistance to applicants that need support navigating the application process
- Lower the level of legal language understanding so that renters needing assistance can access information and applications.



Community based solution:

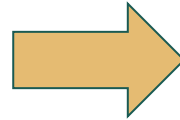
Revise language in application forms to make them more accessible

- One instructions page for application process listed in clear steps
- One page of contact information for application related information
 - Phone number for application instruction assistance/navigator for rural area applicants to fill out forms over the phone

Community-Based Solutions 2/3

Community recommendations:

- Media and public service announcements as well as targeted distributions through tribal radio stations, social media, etc. to ensure deep communication penetration for many of the BIPOC communities.
- Outreach materials should be developed for different languages
- Outreach should include schools as a point of contact for communities
- Require special navigator positions for elders/applicants/vulnerable applicants to navigate the system
- Investing in trusted local partnerships and CBO'S
- More resources for local nonprofits to do outreach and build stronger relationships in vulnerable communities



Community based solution:

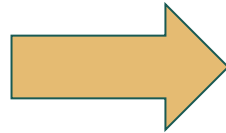
Leaning on CBOs and Trusted Partnerships Across the State

- Leverage resources available for outreach and application submission assistance
- Help agencies to better support vulnerable populations
- Provide information and applications in different languages

Community-Based Solutions 3/3

Community recommendations:

- Giving applicants time to gather final documents needed to disperse funds
- Improvement in attitude of county staff providing services



Community based solution:

Enhance experience with service systems and improve unsavory interactions

- Reduce turnaround time
- Center relationship and trust building with applicants



Best Practices

Sources



Best Practices For State And
Local Emergency Rental
Assistance Programs

National Low Income Housing
Coalition

2021

Emerging Best Practices for
COVID-19 Emergency Rental
Assistance Programs

The Aspen Institute

2020

Our Recommendations vs Best Practices

Align

- Write program information and applications in simple language.
- Provide program information and applications in multiple languages.
- Distribute program information through a wide range of channels.
- Provide multiple ways for tenants to submit applications
- Provide intake assistance.
- Simple, intuitive application process with low documentation burden
- Rapid review of applications with direct follow-up on incomplete applications

Align

- Ensure that rental assistance payment terms promote long-term housing stability, rather than loss-absorption
- Emphasis on equity, with extensive investment in reaching underserved populations

Others

- Connections to legal representation and services
- Landlords can assist tenants with applying for assistance.





Closing



- What stands out to you from the FHFund and RIA presentations for options for solutions?
- What surprised you about the presentations?
 - Was there anything different than what you believed is happening?
 - Was there anything that challenged your assumptions?

Groupwork on developing options for solutions

Work on developing options for solutions

1. Consider:
 - Challenges/hurdles.
 - Solutions offered from subgroup work and from interests activity at September meeting.
 - Learnings and strengths/successes offered in mural from September meeting
 - Ideas from presenters at meeting today.
2. Develop options for solutions.
3. Discuss themes: Bring together options that members have the most energy around.

Wrap-up and next steps

External consultation

- Complete at least one external consultation activity on your own before the next workgroup meeting.
- Document your consultation work in Google Drive.

- **Next workgroup meeting** is Thursday, November 9, 9:00 am – 12:00 pm.
- **Subgroup meetings:** please decline the meeting invite or let us know if you can't attend
 - **Operations:** October 23, 12:00 – 1:00 pm
 - **EA/EGA:** October 16, 9:00 – 11:00 am
 - **FHPAP:** October 17, 9:00 – 11:00 am
- MAD will email the **meeting summary** to members and post it on the website.
- MAD will email members information about the **assignments**.

Thank you!

Contact us:

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Workgroup website:

<https://mn.gov/mmb/mad/clients/expediting-rental-assistance/>