

**Charlottesville
Redevelopment &
Housing Authority
(CRHA)
Eviction Prevention
Program**

**September 12, 2024, 6pm
Board of Commissioners
Meeting**



Agenda

- I. Overview**
- II. Process**
 - A. Referral**
 - B. Wrap Around Services**
 - C. Housing Stability Committee**
- III. Next Steps**
 - A. Training Needs- i.e. HOTMA, Fair Housing, etc.**
 - B. Program SOPs (regular team review of what is working)**
- IV. Q and A**



I. Overview

- CRHA's Executive Director asked CRHA's Housing and Resident Services Departments to work together to design a draft Eviction Diversion Program.
- This program will be the first step in the three-year process of transitioning CRHA to a Trauma Informed Housing Agency.
- As we reimagine how to improve our service delivery, we will also be working together to create new structures and job descriptions.

II. Process

- A. Referral
- B. Wrap Around Services
- C. Housing Stability Committee



CRHA Housing Stability Program Counseling Form

We provide support, so residents can work, raise families, age in place, attend school, mitigate and handle crisis and so much more.

1. Participant: _____
Name Address Phone Email

2. Referred by _____ or arranged individually if individually check
yes

3. Reason for visit:
- Follow-up appointment
 - Rent payment challenges.
 - Help with youth.
 - Help with housekeeping.
 - Challenge with neighbor
 - Challenges with pest prevention
 - Accommodation needs
 - Lease violation
 - Other _____

4. Details on current situation: _____

5. Next steps:

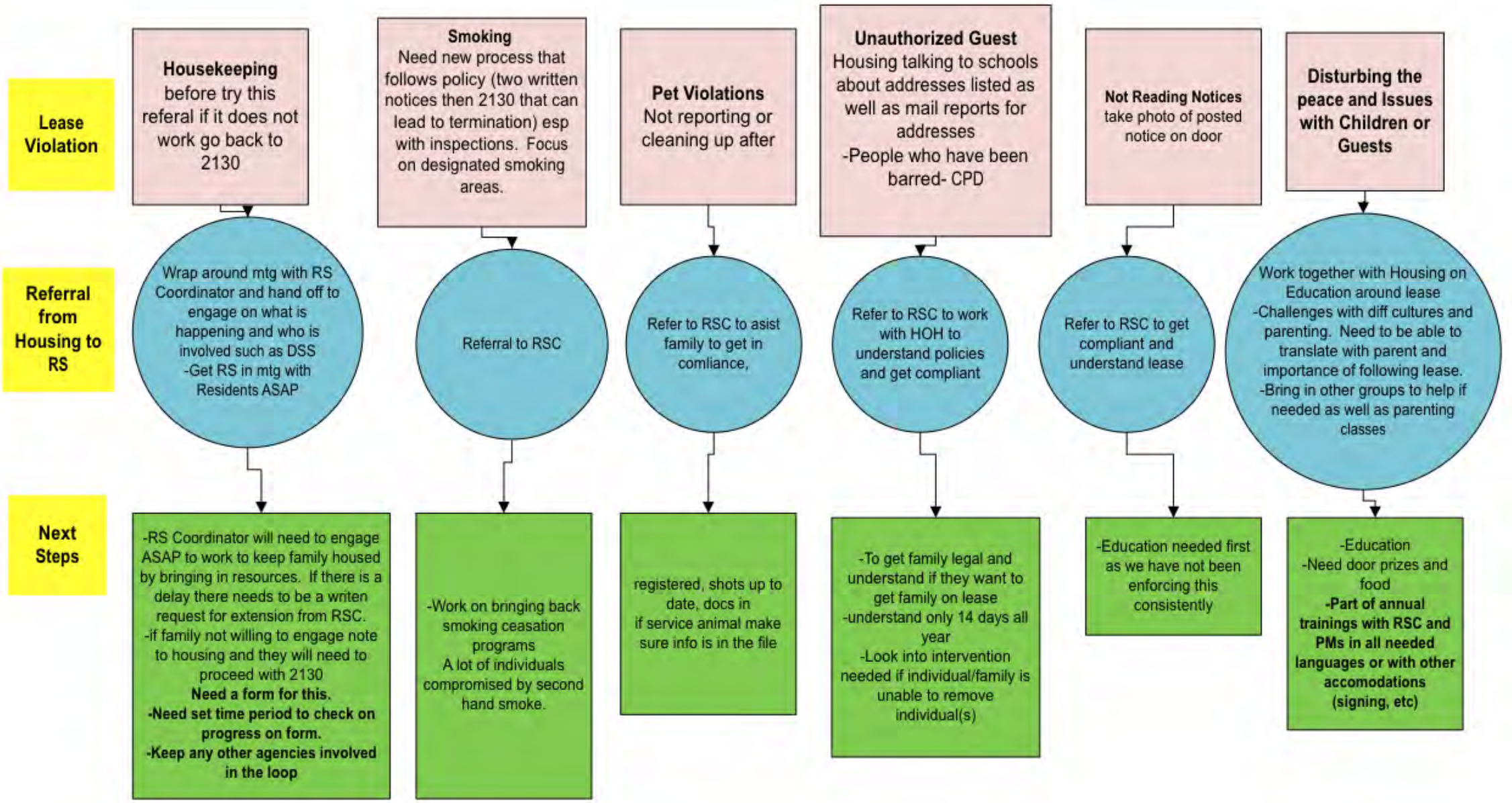
Referral: _____
Who Date Expectations
Date for follow-up from CRHA staff: _____
Notes from follow-up: _____

Training: _____

Meeting(s) with other parties together: _____

6. If rental assistance received how much: _____
Are there meetings or trainings required? _____ Are they scheduled? _____
Has participant attended? _____

A. Referral





B. Wrap Around Services

Warm handoff for Resident Services is a process of transitioning a participant from the initial contact with CRHA staff, such as a walk-in asking for help, to community resources, treatment, peer support, or other care or services.

- CRHA staff will have established working relationships with providers to ensure individuals will be treated with respect and to assist with any communication needs.
- CRHA staff will follow up to ensure provider and participant connect, follow up and see if they can assist with any other aspects of the process.

C. Housing Stability Committee

1. Review of referrals
2. New needs
3. Regular program check-in and
4. Evaluation of program



III. Next Steps

- A. Training Needs- i.e. HOTMA, LIHTC, PBV, Fair Housing, Admin, ACOP, etc.
- B. Program SOPs (regular team review of what is working) to standardize across sites
 - 1. Referral sheet
 - 2. Regular review and sharing of steps in referral flow chart
 - 3. Set up regular meeting schedule
 - 4. Keep big items such as nonpayment of rent as standing agenda items
 - 5. Lease education series
 - a. Make sure it is understood before signing- design Lease Briefing Meeting
 - b. Regular meetings to update
 - c. Language Access
 - 6. Design welcome to community check



IV. Q and A



Thank you for being here!

If you have any questions please reach out to
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