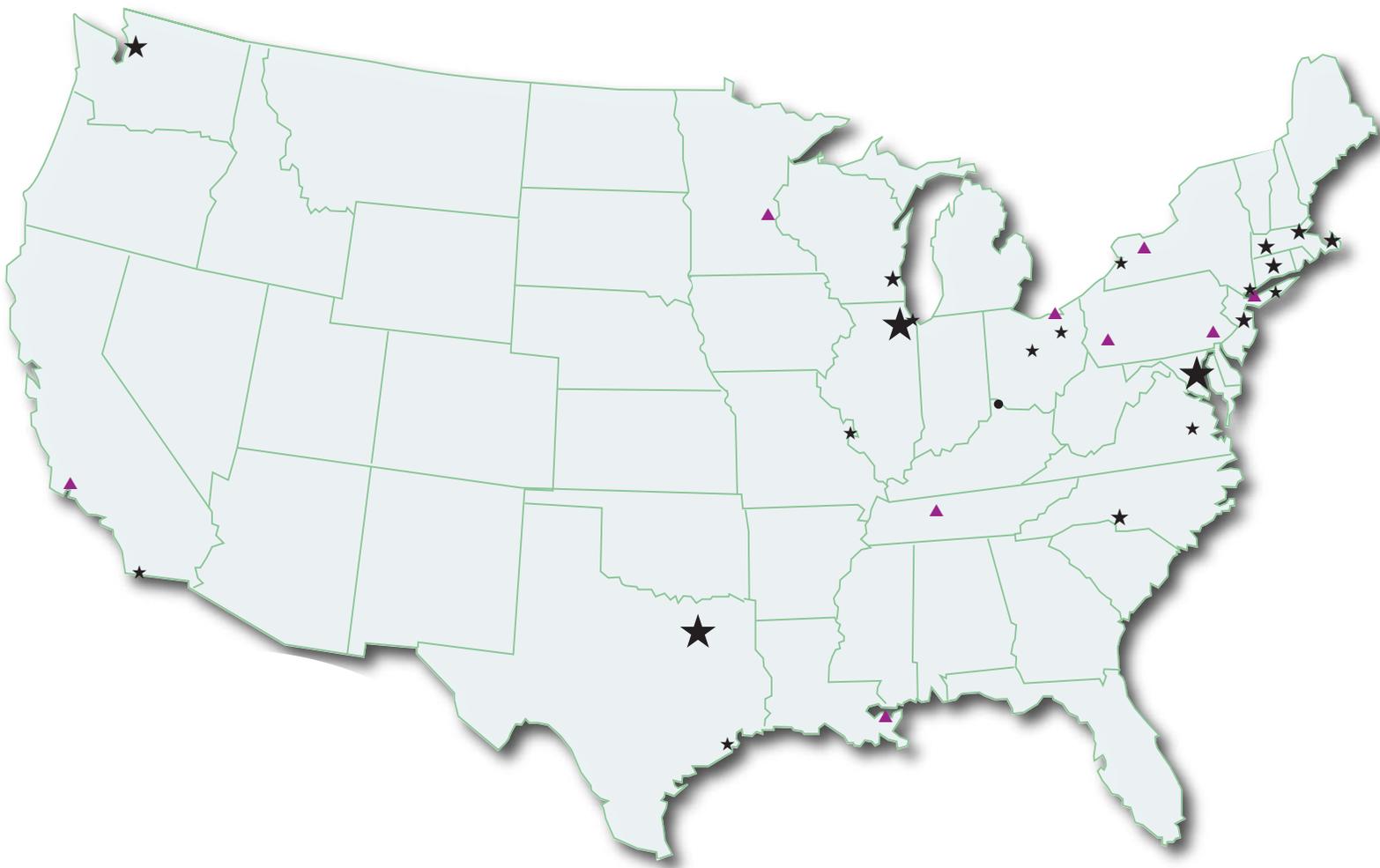


# Housing Mobility Programs in the U.S. 2022





# Housing Mobility Programs in the U.S. 2022

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December 2022



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# Introduction: New Opportunities and Challenges for Housing Mobility

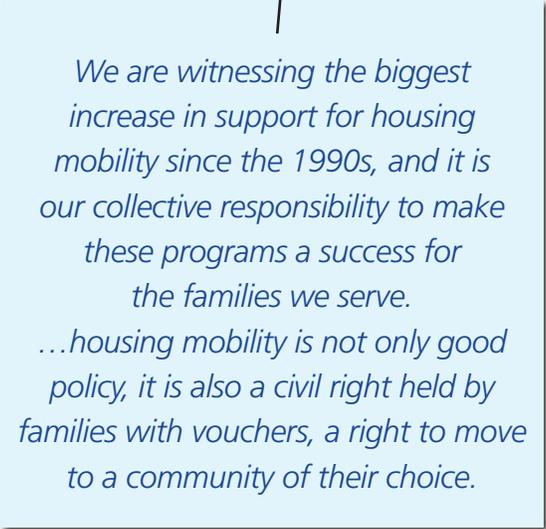
As we release this latest overview of housing mobility programs in the U.S., nine public housing authorities are embarking on a \$50 million Housing Mobility Demonstration funded by Congress in 2019-2020 (now called the “Community Choice Demonstration”). And HUD will soon release the notice of funding for a new \$25 million housing mobility grants program funded by Congress in the 2022 appropriations bill. In sum, we are witnessing the biggest increase in support for housing mobility since the 1990s, and it is our collective responsibility to make these programs a success for the families we serve.

This report also comes at a time when HUD is recommitting to the principle of “Affirmatively Furthering Fair Housing,” which means, in the Housing Choice Voucher program, giving families a meaningful choice to live in lower poverty neighborhoods with high performing schools and other indicia of “opportunity.” In this context, housing mobility is not only good policy, it is also a civil right held by families with vouchers, a right to move to a community of their choice.

As practitioners who have worked with families and planners who have helped to develop programs, we understand the challenges ahead: rapidly increasing rents and lower vacancy rates in the aftermath of the COVID pandemic; rampant discrimination against families with vouchers, even in places where discrimination is prohibited; a continuing lack of flexibility for non-MTW housing authorities to offer security deposit assistance or landlord incentives; and HUD’s slow progress in expanding crucial regulatory reforms in the voucher program to remove barriers and incentivize mobility.

We have been honored to work with a number of the PHAs listed here, with their nonprofit partners and with our colleagues in the Mobility Works technical assistance collaborative – and we have seen first-hand that housing mobility can be a transformative experience for families who choose to make the move to a higher opportunity community. We are eager to continue to build a strong community of practice across housing mobility programs as this field grows, and we hope this report can help to support that goal.

— Philip Tegeler, Executive Director, PRRAC



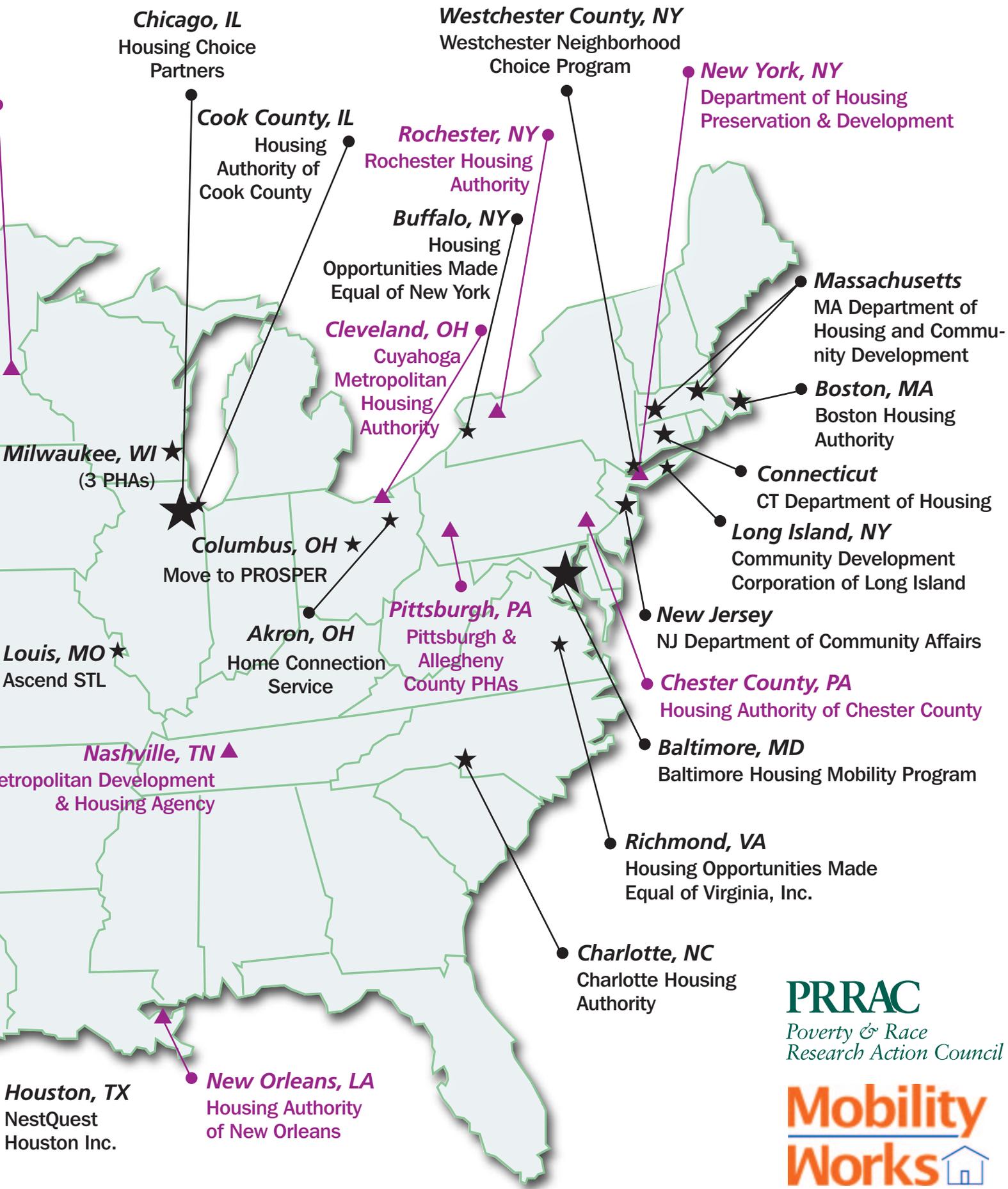
*We are witnessing the biggest increase in support for housing mobility since the 1990s, and it is our collective responsibility to make these programs a success for the families we serve.*

*...housing mobility is not only good policy, it is also a civil right held by families with vouchers, a right to move to a community of their choice.*



# Housing Mobility Programs in the U.S.





**PRRAC**  
*Poverty & Race  
 Research Action Council*

**Mobility  
 Works** 

# About this Report & Acknowledgments

The descriptions and data contained in this report were compiled from interviews with program staff, program documents, experience of the authors with the programs listed, and publicly available information, during the spring and summer of 2022. The information contained at the very beginning of each program description describes the context of the region as a whole and presents data for the entire region – including all the vouchers for families with children administered by all the PHAs in the region,\* even though an individual mobility program may only work with one PHA. We have also separated the programs in the Community Choice Demonstration, which is just getting underway this year, from other existing mobility programs.

We have tried to make the matrix of program descriptors for each program as consistent as possible, although we faced challenges in obtaining current comparable data on the total program budgets for each program, and the program cost per successful move to an eligible mobility area (often called an “opportunity area”). However, these costs have been measured over time by established programs (Baltimore, Chicago) and in the CMTO randomized trial in 2019 (Seattle/King County) suggesting a range between \$3,600 - \$5,000 per successful move to an eligible opportunity area (depending on the range of services offered). Another area of incomplete data was program retention – the extent to which families who moved to eligible areas stayed in those areas over time, a measure that can reflect the effectiveness of post move supports and has shown to be important to securing positive long-term program impacts. We hope, as housing mobility practice continues to mature, that some basic program measures can be standardized.

We are grateful to all of the PHA and nonprofit staff who shared their time and expertise with us. For the Community Choice Demonstration, we are also grateful for the assistance of HUD staff and staff at Abt Associates in providing descriptive materials on the demonstration. Staff at MDRC were also helpful in sharing information on the programs they are currently studying in St. Louis, Milwaukee, and Chicago.\*\* Finally, special thanks to Funders for Housing and Opportunity, who helped to support the preparation of this report.

— The authors

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\* Regional voucher totals are taken from a 2019 CBPP-PRRAC report, so current totals may be slightly higher.

\*\* Notwithstanding all of the help we received, any errors in this report are our responsibility – please let us know if you spot any discrepancies.



# New and Existing Programs

## ★ Akron, Ohio – Home Connection Service

### REGIONAL CONTEXT

Population:	702,219
Total Voucher Families with Children:	N/A
Share of Voucher Families with Children in Low Poverty Tracts:	N/A
Share of Voucher-Affordable Units in Low Poverty Tracts:	N/A
Number of PHAs:	2
Average Rental Vacancy Rate:	N/A
Black-White Dissimilarity Index:	52.23
Exception payment standards or SAFMRs:	Yes, exception payment standards based on SAFMRs adopted for Akron Metropolitan Housing Authority (AMHA)
SOI discrimination laws:	City of Akron only
MTW status:	Yes – AMHA



The mobility program in Akron, OH is administered by the Fair Housing Contact Service (FHCS). FHCS is a full-service fair housing organization overseeing the development of **Home Connection Service (HCS)**. HCS is a pilot mobility program focused on providing pre-move counseling, search assistance, education, post-move counseling and landlord engagement within the greater Akron Area. This mobility program is made possible through FHIP ARP funding from HUD. FHCS staff will work with landlords in areas of opportunity to develop partnerships with FHCS counseling staff and participants (5 families with children in need of mobility support) to expand housing opportunities as defined by program participants. Landlords and tenants will receive education and support before, during, and following their opportunity move to ensure housing opportunity and stability.

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	7 staff committing various percentages of their full time hours to this project
Services offered	FH and TL education for tenants and landlords, housing search assistance, directed landlord outreach
How are eligible mobility areas defined?	Within the service area of our organization, based on the needs of individual participants
Timelines for pre-move and post-move supports	Varies, depending on needs of participants
Family recruitment priorities	Families with minor children



## PROGRAM DESCRIPTORS *continued*

Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No, participants can move to the area of their choice
Program annual budget	Operates within FHCS full agency budget
Funding sources	FHIP ARP with more resources being sought
Administrative structure	Non-profit
Number of families served annually	N/A
Number/percentage of families who move to eligible areas annually served	N/A
Program cost per successful move	N/A
Retention (number of families that stay housed in target area over the program term)	N/A
Participant financial supports	None under this pilot
Landlord incentives and services	FH and TL information and education
Recipient of Mobility Works Technical Assistance?	Mobility Works provided an initial consultation
Any evaluation or assessment plan?	In development

## Contact Information

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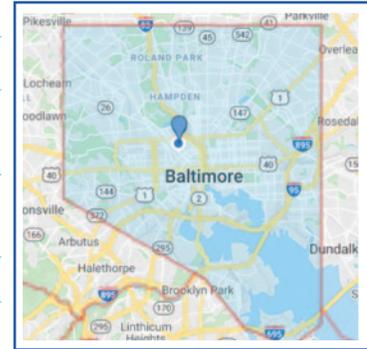
**Fair Housing Contact Service**  
441 Wolf Ledges Parkway Suite 200  
Akron, OH 44311  
330-376-6191 (p)  
330-376-8391 (f)  
www.fairhousingakron.org



## ★ Baltimore, MD – Baltimore Regional Housing Partnership

### REGIONAL CONTEXT

Population:	2,844,510
Total Voucher Families with Children:	12,000
Share of Voucher Families with Children in Low Poverty Tracts:	32%
Share of Voucher-Affordable Units in Low Poverty Tracts:	34%
Number of PHAs:	10
Average Rental Vacancy Rate (2019):	6.1%
Black-White Dissimilarity Index:	59.90
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes – state of Maryland
MTW status:	Yes (Housing Authority of Baltimore City)



The **Baltimore Regional Housing Partnership (BRHP)** administers the Baltimore Housing Mobility Program (BHMP). Created by the historic housing desegregation class action lawsuit, *Thompson v. HUD*, the Program provides HCVs for families to rent private homes in opportunity areas in Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties, as well as Baltimore City. Since 2003, BRHP has provided vouchers along with pre- and post-move counseling to over 5,000 families with young children.

BRHP also partners with regional public housing authorities to administer a Regional Project Based Voucher Initiative, an effort to develop long-term affordable, hard units of housing in opportunity areas. At this time the initiative has produced 150 project-based units. Through BRHP's partnership with Mobility Works, they have consulted for cities who are starting their own mobility programs such as New York City, Buffalo, Charlotte, and Pittsburgh. Additionally, BRHP has been able to use their platform to advocate on behalf of their clients in order to expand housing opportunities and equity in the Baltimore region; most recently, through partnership with other Maryland housing organizations, BRHP played a role in advancing the HOME Act, a source of income discrimination bill, to adoption at the state and local levels.

### PROGRAM DESCRIPTORS

<b>Number of dedicated mobility staff</b>	13 employees working directly on mobility counseling: 2 pre-move counselors, 2 training specialists, 4 post-move counselors, 1 landlord relationship specialist, 3 counseling supervisors, and 1 counseling administrative assistant.
<b>Services offered</b>	Pre-move counseling: series of seven workshops and 1-on-1 counseling geared towards preparing families to transition to new home; Housing search assistance: clients are assigned a counselor who helps navigate the search process, provide referrals, facilitate tours of homes, and assists with the lease process;



## PROGRAM DESCRIPTORS *continued*

	<p>Landlord recruitment: landlord relationship specialist recruits property owners and management companies for participation in program;</p> <p>Post-move counseling: 4 home visits during the first two years with the program.</p>
How are eligible mobility areas defined?	<p>For its mobility program, BRHP has developed an opportunity map that defines the region using 22 variables across three categories: educational opportunities (school proficiency rates, share of college-educated, etc.), community strength (poverty rate, vacancy rate, change in rental share of units, etc.), and economic opportunity (unemployment rate, commute time, etc.).</p>
Timelines for pre-move and post-move supports	<p>Pre-move: self-paced, may take as little as two months, but the housing search process lasts 90 days on average; Post-move: series of home visits that end after two years; after two years, clients can still receive support such as mediation, inspections, as-needed counseling, etc.</p>
Family recruitment priorities	<p>Prioritizes families with young children who are currently residing in Baltimore Public Housing or are assisted through the Housing Choice Voucher program, and/or are living in highly segregated neighborhoods with a more than 75% African American population.</p>
Taking new voucher families or existing families?	<p>New families (and families in the program making second moves).</p>
Are families required to make an opportunity move to receive services?	<p>Yes, for the first two years of participation.</p>
Program annual budget	<p>\$1.6 million</p>
Funding sources	<p>HUD Housing Assistance Payment funding, fee-for-service income, and private foundations.</p>
Administrative structure	<p>BRHP is an independent sub-contractor of the Housing Authority of Baltimore City.</p>
Number of families served annually	<p>4,300 families; at any given point there are between 300-500 families active in the pre-move counseling program and around 1,000-2,000 families who are receiving the structured post-move counseling services.</p>
Number/percentage of families who move to eligible areas annually served	<p>All new families; the vast majority (78%) of families remain in their original homes or have made subsequent moves within opportunity areas.</p>
Program cost per successful move	<p>\$4,500</p>
Retention (number of families that stay housed in target area over the program term)	<p>The average time in a family's first unit is nearly 4 years, so housing stability and retention in opportunity neighborhoods are high.</p>
Participant financial supports	<p>Direct financial assistance through Security Deposit Assistance and Driver's Education Assistance.</p>



## PROGRAM DESCRIPTORS *continued*

Landlord incentives and services	Not currently; in the past, BRHP has provided some incentives such as small grants and loans for the development of new project-based units in opportunity neighborhoods.
Recipient of Mobility Works Technical Assistance?	BRHP is a member of the Mobility Works technical assistance collaborative.
Any evaluation or assessment plan?	Internal data collection and evaluation mechanisms to track individual family progress, needs and outcomes; BRHP is currently participating in a Johns Hopkins study on housing mobility and asthma in children; Additionally, there have been several studies and evaluations of the locational and educational outcomes of families enrolled in the program prior to 2012 from Dr. Stefanie Deluca and her colleagues.

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### *Contact Information*

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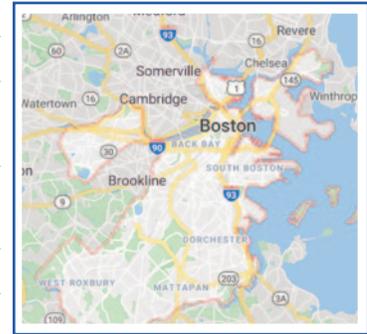
**Baltimore Regional Housing Partnership**  
100 N Charles Street, 2nd Floor  
Baltimore, MD 21201



# ★ Boston, MA – Expanding Choice in Housing Opportunity (ECHO)

## REGIONAL CONTEXT

Population:	4,941,632
Total Voucher Families with Children:	22,000
Share of Voucher Families with Children in Low Poverty Tracts:	27%
Share of Voucher-Affordable Units in Low Poverty Tracts:	39%
Number of PHAs:	8
Average Rental Vacancy Rate (2019):	4.6%
Black-White Dissimilarity Index:	64.18
Exception payment standards or SAFMRs:	SAFMRs
SOI discrimination laws:	Yes
MTW status:	No



The **Expanding Choice in Housing Opportunity ‘ECHO’** pilot program is the Boston Housing Authority’s housing mobility program. Launched in the fall of 2018, the program emphasizes family choice and works to expand the options available to voucher-holders. Program services are focused on helping families navigate the rental process with a voucher by giving voucher-holders the chance to move to communities they previously have not had access to. Clients are connected with voucher-friendly landlords and provided access to 1-on-1 counseling and a custom housing search tool. This tool was designed to help families discover housing opportunities by identifying neighborhoods that best meet their needs. The program refers to these neighborhoods as Expanded Choice Communities (ECC). These areas are determined through an analysis of school quality and public safety metrics. Families are able to move to non-ECC communities within the program. The full program is comprised of 5 years of engagement.

## PROGRAM DESCRIPTORS

Number of dedicated mobility staff	4 full-time; several others who work part-time including consultants.
Services offered	1-on-1 counseling including financial counseling
How are eligible mobility areas defined?	Selected prior to the program’s creation and based on local school and crime ratings.
Timelines for pre-move and post-move supports	Vary based on individual circumstances of each family
Family recruitment priorities	Families are recruited based on their interest in participating.
Taking new voucher families or existing families?	Existing



## PROGRAM DESCRIPTORS *continued*

Are families required to make an opportunity move to receive services?	(Must indicate interest)
Program annual budget	Approx. \$600,000
Funding sources	Boston Housing Authority administrative fees; some grant funding awarded by the Boston Foundation and Azayea to fund the design of the housing search tool.
Administrative structure	In-house at BHA
Number of families served annually	Approx. 150
Number/percentage of families served who move to eligible areas annually	Approx. 40%
Program cost per successful move	N/A
Retention (number of families that stay housed in target area over the program term)	N/A
Participant financial supports	Landlord guarantee program (replaces security deposit)
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	(Training only)
Any evaluation or assessment plan?	Yes, Department of Urban Studies and Planning at MIT.

## Contact Information

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617-988-4066  
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### Boston Housing Authority

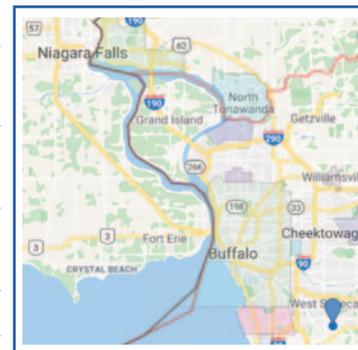
52 Chauncy Street  
Boston, MA 02111



## ★ Buffalo, NY – Making Moves Program

### REGIONAL CONTEXT

Population:	1,166,902
Total Voucher Families with Children (2021):	6,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	28%
Number of PHAs:	10
Average Rental Vacancy Rate (2021):	6.4%
Black-White Dissimilarity Index:	65.27
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



**Housing Opportunities Made Equal, Inc. (“HOME”)** is a full service fair housing center serving Erie County and Western New York through education, advocacy, enforcement of fair housing laws, and the Making Moves Program (formerly called the Mobility Assistance Program). Making Moves serves families with Housing Choice Vouchers from three public housing agencies in the Erie and Niagara County area – the Rental Assistance Corporation, Belmont Housing Resources, and the Buffalo Municipal Housing Authority.

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	4: two mobility counselors, a landlord outreach specialist, and a full-time program manager
Services offered	Mobility counseling Workshops on orientation, housing search, fair housing, and landlord tenant relations Credit counseling assistance Financial Supports for moving and security deposits and holding fee Post Move Support check in, to help to access community resources, and to do goal planning with the household.
How are eligible mobility areas defined?	Eligible opportunity areas are first defined by census tracts that are “high” or “very high” on the Child Opportunity Index 2.0, placing them at the top two quintiles of the distribution within Erie and Niagara Counties. Several tracts within the index levels of “Moderate” were also included, as are several tracts with poverty rates below 15%.
Timelines for pre-move and post-move supports	Pre-move: Outreach letters sent at recertification (3 months prior) if current voucher holders and; at point of selection, or a household from the waitlist receives an outreach letter when



## PROGRAM DESCRIPTORS *continued*

	the household is determined eligible for the HCV and the program by the PHA. Post-move: Up to two years.
Family recruitment priorities	Eligibility: Voucher from Erie or Niagara Counties & administered by one of 3 local PHAs Not living in an opportunity area Preference: Households with an environmental health risk as determined by an initial assessment
Taking new voucher families or existing families?	Both – but current priority is HCV families coming off the waitlist.
Are families required to make an opportunity move to receive services?	Families receive housing mobility counseling prior to making a move, and even prior to enrolling as a formal participant if they attend workshops, but cannot receive any direct funds for security deposit or moving assistance or post move counseling if they do not move to an opportunity area.
Program annual budget	\$385,492 spent for the first year of program
Funding sources	Enterprise Community Partners and NY State Attorney General's Office for first two years; going forward, funded by NYHCR. \$1,600 Blue Cross Blue Shield grant used for new mover family supports.
Administrative structure	Three regional PHAs that administer HCV vouchers refer households to HOME a fair housing focused non-profit which provides the MAP mobility programming.
Number of families served annually	In the first year, 189 households completed at least some pre-move mobility counseling
Number/percentage of families served who move to eligible areas annually	In the first year, 2021, 33 households moved to an opportunity area.
Program cost per successful move	Total spent – \$2,040 plus participant financial assistance of up to \$1,200.
Retention (number of families that stay housed in target area over the program term)	Still in second year.
Participant financial supports	\$900 – \$1200 for security deposits and \$300 for moving costs allowed during first year.
Landlord incentives and services	Outreach, development and facilitate HCV paperwork on individual units. Workshops for families on inspections, property maintenance and tenancy/fair housing. Monthly newsletter and meetings dedicated to property owners Housing Quality Insurance Fund (HQI) – up to \$5,000 per unit for repairs and property improvements in exchange for renting to a mobility participant for 3 years.



## PROGRAM DESCRIPTORS *continued*

Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Yes – Enterprise Community Partners collects data on program and household outcomes. Performance measures include: families supported, moves to opportunity areas, educational achievement, employment outcomes, exposure to healthier neighborhoods.

## *Contact Information*

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### **Housing Opportunities Made Equal (HOME)**

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Buffalo, NY 14209



## ★ Charlotte, NC – Opportunity Housing Program

### REGIONAL CONTEXT

Population:	2,660,329
Total Voucher Families with Children (2021):	6,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	22%
Number of PHAs:	17
Average Rental Vacancy Rate (2021):	7.0%
Black-White Dissimilarity Index:	49.69
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	(Limited to city-assisted buildings)
MTW status:	Yes



The **Charlotte Housing Authority** rebranded as **INLIVIAN** to reflect its role as an entrepreneurial agency focused on solutions to housing. In 2016, those who would go on to develop the Housing Opportunity program became aware of a report revealing that Charlotte was 50 out of 50 for mobility opportunities. This meant children born in poverty in Charlotte, NC were not likely to make it out of poverty. This program was conceived in part to address the problems implicated in such poor mobility prospects.

The housing authority wanted to create impact through a mobility program, and INLIVIAN's Opportunity Housing Program began in December 2018, with families leasing up in January of 2019. The program offers families with young children the ability to move into higher opportunity areas. Targeted neighborhoods are mapped out by census tracts with higher payment standards applied. These neighborhoods have lower crime rates with improved education, transportation, and employment choices. Families can use their subsidy not just to pay the rent, but to advance household goals as well.

Since its start, INLIVIAN has helped several local families move from low opportunity areas to high opportunity areas. Most of the families have relocated from a PBV location.

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	1 life coach
Services offered	Upon receiving a voucher, clients receive post-move services and work with a life coach to develop a plan for self-sufficiency and mobility.
How are eligible mobility areas defined?	Based on access to amenities and resources
Timelines for pre-move and post-move supports	Pre-move: 60 to 90 days Post move: 180 days



## PROGRAM DESCRIPTORS *continued*

Family recruitment priorities	Families with one or more children and at least one child that is 8 years or younger; households must earn a minimum annual income of \$18,500. Families will be employed continuously for at least 1-2 years with a maximum gap in employment of 30 days. *These priorities are currently under consideration.
Taking new voucher families or existing families?	Both; some families come from the RAD/PBV side, so they already existed in INLIVIAN's portfolio but didn't have a voucher. This transition is considered a transfer in the system, but a new voucher is being awarded. *This is under consideration as well, as the program would like to consider pulling from the voucher waiting list.
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	Not available; overall budget for INLIVIAN programming is \$500,000
Funding sources	MTW; voucher admin fees.
Administrative structure	Nonprofit under INLIVIAN; program utilizes MTW admin fee flexibility.
Number of families served annually	54
Number/percentage of families served who move to eligible areas annually	Approx. 75%
Program cost per successful move	Not available
Retention (number of families that stay housed in target area over the program term)	Approx. 92% retention rate
Participant financial supports	Access to childcare subsidy, transportation, and tenant education assistance; gas cards for families with vehicles, etc. at post-move phase.
Landlord incentives and services	HCV program incentives include a sign-on bonus for a new unit in the amount of \$250. Mitigation funds available up to \$1,000 for damages, new unit bonus (no hap payments within 12 months (\$250), and continuity bonus (housing consecutive voucher holders = vacancy payment up to 14 days).
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Implemented a data tracking and metric process to inform how participant success is determined.

## Contact Information

### Timica Melvin

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### Inlivian (formerly Charlotte Housing Authority)

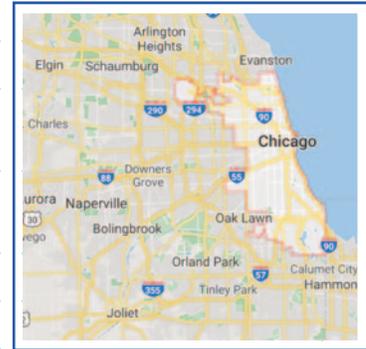
400 East Boulevard  
Charlotte, NC 28203



# ★ Chicago, Illinois – Housing Choice Partners

## REGIONAL CONTEXT

Population:	9,618,502
Total Voucher Families with Children:	34,000
Share of Voucher Families with Children in Low Poverty Tracts:	14%
Share of Voucher-Affordable Units in Low Poverty Tracts:	26%
Number of PHAs:	21
Average Rental Vacancy Rate:	8.0%
Black-White Dissimilarity Index:	73.75
Exception payment standards or SAFMRs:	Yes, within the city of Chicago; small area fair market rents in Cook County.
SOI discrimination laws:	Yes
MTW status:	Yes



**Housing Choice Partners (HCP)** was created in 1995 to promote racial and economic diversity in housing and disrupt the cycle of intergenerational poverty. HCP seeks to expand housing choice for very low-income families receiving vouchers so that no neighborhood is out of their reach. Since its inception, HCP has helped more than 3500 families find housing that would otherwise be inaccessible.

HCP began engaging with the Chicago Housing Authority in 2003 during its Plan For Transformation. The Plan for Transformation involved the demolition and rehabilitation of

Chicago’s public housing developments; some of which were nationally known for its high crime and drug dealings. HCP was contracted to provide relocation counseling services to families relocating with a housing choice voucher. HCP helped to relocate hundreds of families to mobility and low poverty areas throughout Chicago and the Cook County region. HCP also provided Good Neighbor counseling to public housing families who relocated to CHA’s new mixed income developments. HCP continued providing relocation mobility services until 2011. From 2011 until present, HCP has contracted with CHA to provide mobility counseling to HCV participants.



Beginning in 2020, HCP is also assisting in a “two-generation” housing mobility demonstration with BPI as part of Phase 2 of the Creating Moves to Opportunity Initiative, along with MDRC and Opportunity Insights (other CMTO Phase 2 sites are in St. Louis and Milwaukee).

## PROGRAM DESCRIPTORS

Number of dedicated mobility staff	13
Services offered	Pre-move and post-move counseling, landlord outreach, community engagement specialist, individual site visits, open houses, one-on-one meetings.
How are eligible mobility areas defined?	Community areas with 20% or less poverty and less than median reported violent crimes (.67 per 100 community area residents), or areas with improving poverty and violent crime rates along with significant job opportunity clusters (over 200 jobs per census block).
Timelines for pre-move and post-move	Clients generally receive 120 days to search for a housing unit; clients are required to have at least 45 days of search time remaining in order to enroll in the mobility program. HCP's client agreement starts the day of enrollment and is good for 12 months. HCP conducts a 60-day post-move home visit and may also provide post-move referrals and resources as needed prior to the visit.
Family recruitment priorities	Families with children 16 or younger.
Taking new voucher families or existing families?	Both, but generally works more with existing families depending on the local housing authority
Are families required to make an opportunity move to receive services?	Yes; the Mobility Counseling Program is voluntary and clients may quit at any time, receiving all regular PHA services including the Exception Payment Standard for qualifying areas. However, families enrolled must choose a unit in a mobility area to receive a mobility incentive
Program annual budget	\$1.3 million
Funding sources	Chicago Housing Authority; Cook County Community Development Block Grant; State of Illinois
Administrative structure	Non-for-profit organization contracted with the Chicago Housing Authority to administer its Mobility Counseling Program. Contracts are generally for five years.
Number of families served annually	400
Number/percentage of families served who move to eligible areas annually	400
Program cost per successful move	\$3,600 (not including most post-move services, move-in fee, and limited security deposit coverage)
Retention (number of families that stay housed in target area over the program term)	84% of families stayed in place over the course of one year.
Participant financial supports	\$500 per family (can be used for security deposits, moving fees, admin fees, or educational resources). HCP also created the HOME fund during the Covid-19 pandemic to offset additional hardships families in the program were facing.



## PROGRAM DESCRIPTORS *continued*

Landlord incentives and services	Yes, one month's rent.
Recipient of Mobility Works Technical Assistance?	HCP is a member of the Mobility Works technical assistance collaborative.
Any evaluation or assessment plan?	Monthly, quarterly, and yearly program evaluations; HCP receives a monthly report of goals met from contractor, client files are audited quarterly by a contractor, performance evaluations with a contractor are conducted twice per year, and past and present performance is critical to determine continued contractual agreements.

## Contact Information

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# ★ Columbus, OH – Move to PROSPER

## REGIONAL CONTEXT

Population:	2,138,926
Total Voucher Families with Children:	7,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	8
Average Rental Vacancy Rate (2019):	6.6%
Black-White Dissimilarity Index:	59.21
Exception payment standards or SAFMRs:	N/A
SOI discrimination laws:	Yes
MTW status:	No



**Move to PROSPER (MTP)** is an independent mobility program that does not involve Housing Choice Vouchers. MTP recently launched Empower 100 to help 100 families move to opportunity areas after a successful pilot housing mobility program. The MTP pilot began as an initiative of The Ohio State University's City and Regional Planning department to assist 10 families. OSU's Kirwan Institute for the study of Race and Ethnicity assisted in developing the curriculum. The pilot began accepting applications in June of 2018 and the 10 selected families moved into new homes in August of 2018. Due to the success of the pilot where the average income from employment increased by 58% (\$29,000 to \$46,000) annually, MTP has expanded to Empower 100 for the next 100 families who will join in cohorts of 16 families. MTP is now a 501(c)(3) nonprofit organization.

For the Empower 100, families will move to the higher-resourced school districts of Gahanna, Olentangy, Dublin, Bexley, New Albany, Worthington, Westerville, and Hilliard. Additionally, MTP has cultivated a life-coaching model that focuses on developing the families in four key areas: housing stability, financial capability, improved health outcomes, and education and career goals. Women in the program are required to participate in monthly life coaching and programs for 3 years. MTP's goal is to have the coaching program be replicable and available for use by other organizations.

## PROGRAM DESCRIPTORS

Number of dedicated mobility staff	1 full-time Senior Program Director; 1 full-time Social Services Manager; expect to have 4-8 part-time coaches soon.
Services offered	Traditional mobility counseling; life coaching that covers financial stability and literacy, education, career development, as well as health and wellness.
How are eligible mobility areas defined?	Opportunity mapping from the Ohio Finance agency with the assistance of the Kirwan Institute (updated annually). The



## PROGRAM DESCRIPTORS *continued*

	program chooses school districts that are higher performing, and properties with lower rents on bus lines where participants can afford to live with rental assistance of \$600/month.
Timelines for pre-move and post-move supports	Applications for the first cohort of 16 families for the Empower 100 opened in May 2022. Families are expected to move in August 2022. Coaching is required throughout the 3-year program. The year 3 plan is to conduct mobility counseling “in reverse,” helping residents stay or figure out their next steps.
Family recruitment priorities	Low-income single women with low-wage jobs who have 1-3 children ages 13 and under.
Taking new voucher families or existing families?	The program asks for applicants that do not have Housing Choice Vouchers.
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	The budget for each cohort of 16 families is \$895,000.
Funding sources	Private and corporate donations for rental support, programs, coaching, and the evaluation.
Administrative structure	Board of directors with an evaluation committee, chaired by Ohio State University professor.
Number of families served annually	32 initially, increasing based on funding.
Number/percentage of families served who move to eligible areas annually	32
Program cost per successful move	\$18,000 per family of 3; \$6,000 per person annually including rental support.
Retention (number of families that stay housed in target area over the program term)	90%
Participant financial supports	Negotiation with the landlord to accept a flat \$250 security deposit; moving expenses paid by family, family received \$400-\$600 rental support monthly paid directly to the landlord; rental increase capped at 3% annually.
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	Ohio State University conducts the evaluation plan; Move to PROSPER commissioned the evaluation.

## Contact Information

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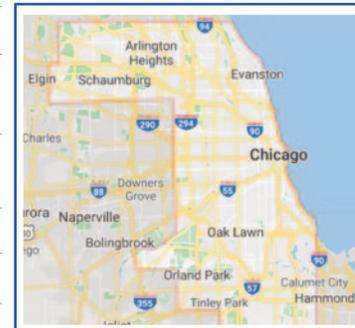
**Move to PROSPER**  
633 Parsons Avenue  
Columbus, OH 43206



# ★ Cook County, IL – Housing Authority of Cook County

## REGIONAL CONTEXT

Population:	9,618,502
Total Voucher Families with Children:	34,000
Share of Voucher Families with Children in Low Poverty Tracts:	14%
Share of Voucher-Affordable Units in Low Poverty Tracts:	26%
Number of PHAs:	21
Average Rental Vacancy Rate (2019):	8%
Black-White Dissimilarity Index:	73.75
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



### Housing Authority of Cook County (HACC)

HACC's Community Choice Program provides Housing Choice Voucher recipients with the help they need to find their dream homes in high-opportunity communities in Cook County. Areas of Opportunity are identified by HACC as high-performing suburban communities that contain low-poverty rates, low-unemployment rates, high-performing schools and racial diversity. Residents who enroll in the program complete a series of workshops providing information on finding and securing a rental unit in these areas. Topics covered in workshops include financial literacy, tenants' rights and housing search tips. Dedicated Mobility Counselors connect residents interested in moving to Opportunity Areas with local landlords, help them arrange transportation to tour units, and assist with security deposits. In 2020 the Mobility team successfully helped 32 families to relocate to Opportunity Areas

## PROGRAM DESCRIPTORS

Number of dedicated mobility staff	HACC-2 staff members
Services offered	Assistance locating units; dispersing grant monies
How are eligible mobility areas defined?	By census tract.
Timelines for pre-move and post-move supports	6 months from workshop
Family recruitment priorities	Families with children 18 and under
Taking new voucher families or existing families?	Both; moves and portability
Are families required to make an opportunity move to receive services?	Service regardless, but not all will be eligible to receive grant
Program annual budget	\$300,000
Funding sources	HCV administrative fees



## PROGRAM DESCRIPTORS *continued*

Administrative structure	2 mobility counselors, one supervisor
Number of families served annually	
Number/percentage of families served who move to eligible areas annually	
Program cost per successful move	Up to \$499 move in/admin fee assistance; up to \$2000 security deposit assistance
Retention (number of families that stay housed in target area over the program term)	
Participant financial supports	Security deposit assistance
Landlord incentives and services	Landlord Initiative Incentive Program
Recipient of Mobility Works Technical Assistance?	N/A
Any evaluation or assessment plan?	N/A

## Contact Information

**Richard Monocchio**, Executive Director  
312-542-4851 x 4851  
[www.thehacc.org](http://www.thehacc.org)

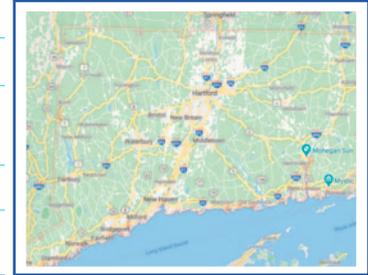
**Housing Authority of Cook County**  
175 W. Jackson Blvd. Suite 350  
Chicago, IL 60604



## ★ Connecticut – Mobility Counseling Program

### REGIONAL CONTEXT

Population:	3,605,944
Total Voucher Families:	38,888
Exception payment standards or SAFMRs:	Yes, Small Area FMRs in Hartford Region
SOI discrimination laws:	Yes, State Law
MTW status:	No



The **Connecticut Housing Mobility Program** was originally established as part of the settlement of a 2001 fair housing administrative complaint filed by the ACLU of Connecticut and Connecticut legal services, and later reinforced by a 2015 public act requiring the establishment of a statewide mobility program. In 2020, the Connecticut Department of Housing awarded My Sister's Place Inc. a contract to develop and administer a mobility counseling program. The program is state funded and serves families with Housing Choice Vouchers and also families in the Rental Assistance Program. The Mobility Counseling Program provides search assistance with a strong emphasis on mobility moves from areas of very low and low opportunity to areas of high and very high opportunity, and a priority for families with young children.

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	5
Services offered	Housing mobility counseling, landlord outreach, housing search assistance, apartment placement services, and aftercare
How are eligible mobility areas defined?	Based on the opportunity ratings on the Mobility App website <a href="https://www.ctoca.org/mobility-app">https://www.ctoca.org/mobility-app</a> . Ratings are from very low to very high.
Timelines for pre-move and post-move supports	30-60 days
Family recruitment priorities	Outreach 100% of families on the state voucher lists thru quarterly mailings
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	\$400,000
Funding sources	Department of Housing (DOH), Aurora Foundation
Administrative structure	3 Housing Mobility Counselors, 1 Housing Mobility Counselor Assistant, and 1 Housing Mobility Specialist.
Number of families served annually	153
Number/percentage of families served who move to eligible areas annually	15/9.8%



## PROGRAM DESCRIPTORS *continued*

Program cost per successful move	Not yet determined
Retention (number of families that stay housed in target area over the program term)	86%
Participant financial supports	Earned income, unemployment, SSI/SSDI, TANF, and child support. Some support available in transportation, moving, and application fees for very low-income clients.
Landlord incentives and services	Some available
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	Housing needs assessment

## Contact Information

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[https://www.instagram.com/mysistersplace\\_/](https://www.instagram.com/mysistersplace_/)

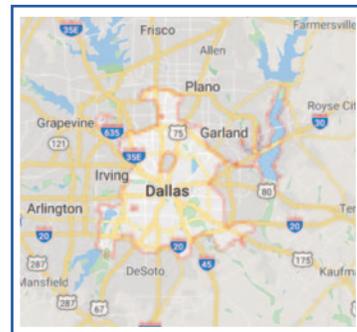
**My Sisters' Place Inc**  
211 Wethersfield Avenue  
Hartford, CT 06114



# ★ Dallas, TX – Inclusive Communities Project – Mobility Assistance Program

## REGIONAL CONTEXT

Population:	7,637,387
Total Voucher Families with Children (2021):	22,000
Share of Voucher Families with Children in Low Poverty Tracts:	20%
Share of Voucher-Affordable Units in Low Poverty Tracts:	29%
Number of PHAs:	34
Average Rental Vacancy Rate (2019):	7.0%
Black-White Dissimilarity Index:	50.87
Exception payment standards or SAFMRs:	Yes – SAFMRs
SOI discrimination laws:	No
MTW status:	No



The **Inclusive Communities Project (ICP)** was founded in March 2005. ICP is one of the 3 “legacy” mobility programs in the country, which are the product of civil rights litigation that sought to give Black families with low-income access to better living conditions using their housing vouchers.

ICP is a nonprofit organization that expands housing choice for families with low-income who desire housing in safe, low-poverty, well-resourced neighborhoods with high performing schools. ICP’s mission is to create and maintain racially and economically inclusive communities, expand fair and affordable housing opportunities for families with low-income, and redress policies and practices that perpetuate the harmful effects of discrimination and segregation.

This organization works to ensure that families are made aware of and have access to high quality rental housing in lower poverty, high opportunity areas (HOAs) of Dallas and Collin County. ICP defines HOAs as a census tract area where the income falls at or above 80% of the area median income, the poverty rate is no more than 10%, and the public schools within the attendance zone for the units are high performing.

Since 2005, ICP’s Mobility Assistance Program (MAP) has assisted approximately 5,000 families. MAP has given voucher families fair housing and mobility counseling, housing search and move-related financial assistance with a focus on providing those families access to the benefits and opportunities that are available in predominantly white neighborhoods and communities, from which they have been historically excluded primarily because of their race.

ICP started targeting counseling to Walker Settlement Voucher (WSV) recipients in 2005. WSV recipients received Settlement Vouchers which are allocated for Class Members only (Black Americans), who chose to live in a Walker targeted area which is an area defined by the court in the *Walker v. HUD* case. Walker targeted areas are census tracts where (according to the most recent Census data) the poverty rate is 22.3% or lower; the black population is 25.7% or lower; and there is no public housing.



## PROGRAM DESCRIPTORS

Number of dedicated mobility staff	1.5 One director responsible for direct interaction with clients from the initial briefing through post-move contact.
Services offered	ICP provides information on the location of units located in the High Opportunity Areas of Collin County. In addition, the program engages in landlord education and recruitment.
How are eligible mobility areas defined?	High Opportunity Areas (HOAs) are defined by ICP as census tracts with AMI at or above 80%, the poverty rate is no more than 10%, and the public schools are high performing.
Timelines for pre-move and post-move supports	Pre-move support starts immediately after a family receives a support voucher; post-move support starts 60-90 days after the move.
Family recruitment priorities	Families with children.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Services are provided to families seeking units in HOAs
Program annual budget	N/A
Funding sources	The Walker Housing Fund Charitable Trust, a resource made available through litigation; however, those funds will be exhausted in the next year.
Administrative structure	Nonprofit providing mobility services to PHA clients.
Number of families served annually	Approximately 400
Number/percentage of families served who move to eligible areas annually	N/A
Program cost per successful move	N/A
Retention (number of families that stay housed in target area over the program term)	N/A
Participant financial supports	N/A
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	ICP is a member of the Mobility Works technical assistance collaborative.
Any evaluation or assessment plan?	2021 ICP Survey. The goal of the survey was to gain a deeper understanding of families' experiences of moving to and living in Collin County, and gain insights on how the program can positively impact the economic stability, education, and access to community resources for the women and children living in Collin County now and in the future.

### Contact Information

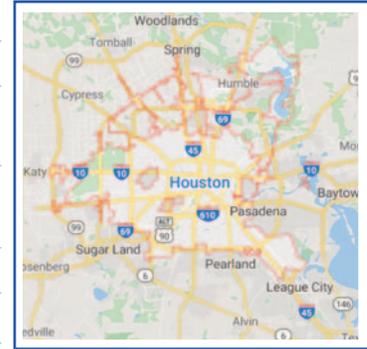
**Shamira Lawrence**, Director, MAP      **Inclusive Communities Project**      214 658-1329  
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## ★ Houston, TX – NestQuest Houston

### REGIONAL CONTEXT

Population:	7,122,240
Total Voucher Families with Children:	15,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	21%
Number of PHAs:	13
Average Rental Vacancy Rate (2019):	8.9%
Black-White Dissimilarity Index:	57.18
Exception payment standards or SAFMRs:	SAFMRs
SOI discrimination laws:	No



**NestQuest Houston** is a mobility organization which prioritizes access to the best possible housing and education opportunities for the families it serves. The organization works exclusively with the Housing Choice Voucher, operating essentially as a lease holder and bridging communications between homeowners and the local housing authority. NestQuest holds the master lease to multiple units in selected apartment complexes whose landlords do not typically accept vouchers. The organization pays the rent and utilities directly, and then leases to families with vouchers – utilizing a team of social workers to help voucher families thrive in their communities. NestQuest places emphasis on getting students into high-performing schools and educating families holistically by offering support in the areas of financial literacy, home maintenance, health, and nutrition. The staff at NestQuest also facilitate resume and interview prep for adults and graduating seniors, clothing support, celebrations and emotional support for clients, and access to counselors for mental health supports. The program has moved over 50 families into apartments that are zoned to highly ranked schools. There are currently over 25 families active in the program.

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	5
Services offered	Placement services based on the sublease model, including quarterly inspections, handling maintenance requests, and providing social service support.
How are eligible mobility areas	Eligibility areas defined by the Houston Housing Authority's jurisdiction and a non-partisan assessment of school quality. Every unit rented must be zoned to a high-performing school, meaning it must be rated at a B or higher according to the Texas School Guide (published by the nonprofit organization Children At Risk).
Timelines for pre-move and post-move	Clients complete a form at the first briefing and are encouraged to submit an inquiry or apply online, the process usually lasts around 6 weeks. Families remain on the program as long as they remain in the property and the children remain



## PROGRAM DESCRIPTORS *continued*

	in the zoned school (until their youngest child graduates high school). Supportive services are provided on a case-by-case basis post-move; this is contingent on availability of funds and/or availability within other community organizations.
Family recruitment priorities	Voucher holders with at least one school-aged child (pre-K to 12th grade), actively in the process of moving, with moving funds available. In some cases, moving funds can be made available by NestQuest.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Yes
Program annual budget	\$1.1 million
Funding sources	TARHOF (Texas Realtors Foundation), United Way - Second Century Vision, CDBG-DR17 HCDD Harvey, CenterPoint Energy, Catholic Campaign for Human Development, Nordstrom, Union Pacific, Weyerhaeuser Foundation, BNSF Railway Foundation, TC Energy, Kroger, Believe in Reading, BCBS TX
Administrative structure	Independent nonprofit
Number of families served annually	Approx. 75
Number/percentage of families served who move to eligible areas annually	100%
Program cost per successful move	\$1700
Retention (number of families that stay housed in target area over the program term)	86%
Participant financial supports	\$2500 is allotted to each family in an emergency aid fund annually (the funds do not roll over, but they are renewed annually).
Landlord incentives and services	Manage all rent payments at market rate from day 1, maintenance correspondence, resident correspondence.
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	Family assessments are performed at intake and quarterly thereafter to ensure needs are being met. The program staff evaluates service delivery and business practices on a consistent basis which includes client feedback.

### Contact Information

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 hannah.mannion@nestquesthouston.com  
 832-304-9660

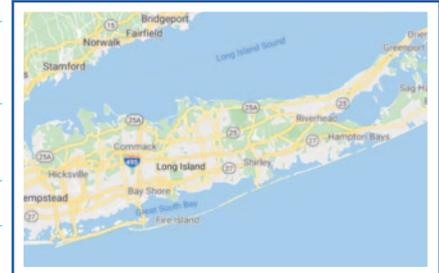
**NestQuest Houston, Inc.**  
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 www.nestquesthouston.com



# Long Island, NY – Neighborhood Choice Long Island Program (CDCLI)

## REGIONAL CONTEXT – NASSAU COUNTY/SUFFOLK COUNTY

Population:	3,690,261 / 1,525,920
Total Voucher Families with Children:	1,847 / 3,237
Share of Voucher Families with Children in Low Poverty Tracts:	34% / 40%
Share of Voucher-Affordable Units in Low Poverty Tracts:	N/A / N/A
Number of PHAs:	8 / 15
Average Rental Vacancy Rate:	5.3% / 3.7%
Black-White Dissimilarity Index:	77 / 58
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



The **Neighborhood Choice Long Island Program** began enrolling families in 2020. The program is administered by the Community Development Corporation of Long Island (CDCLI) and was originally funded by Enterprise Community Partners-NY with a grant from the New York State Attorney General’s office. The program is now supported by the NY State Division of Housing and Community Renewal. Participants in Neighborhood Choice Long Island are currently families with Housing Choice Vouchers administered by the State of New York in Suffolk and Nassau Counties, but the program is expected to expand in the future to offer mobility services to other families with vouchers on Long Island. The dual numbers reported above represent the two counties where the program operates.

## PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3: 2 mobility coaches and a landlord specialist.
Services offered	<ul style="list-style-type: none"> <li>Mobility counseling</li> <li>Workshops</li> <li>Financial Supports</li> <li>Post Move Counseling</li> <li>Pre-move counseling and housing search assistance includes: neighborhood information, housing search, financial counseling, landlord negotiations, move support, short-term financial assistance.</li> <li>Post-move services include peer support, and intensive post-move services focused on community resources and integration and school outcomes</li> </ul>
How are eligible mobility areas defined?	Eligible areas are census tracts that meet two criteria: high public school performance (defined as having a higher school district proficiency, based on testing data, than the statewide



## PROGRAM DESCRIPTORS *continued*

	median) and low poverty rate (defined as having 10% or less of the population being below the poverty level).
Timelines for pre-move and post-move	Pre-Move: PHA sent outreach letters to all current HCV families determined eligible at start of program prior to recertification. Waitlist families receive outreach letters at point of selection. Post-move: Up to two years.
Family recruitment priorities	<ul style="list-style-type: none"> <li>– HCR voucher from Suffolk or Nassau Counties</li> <li>– Not living in an opportunity area</li> <li>– Households with Children under age 18</li> <li>– Priority: Families with children under 12</li> </ul>
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	Families receive housing mobility counseling prior to making a move, and even prior to enrolling as a formal participant if they attend workshops, but cannot receive any direct funds for security deposit or moving assistance or post move counseling without making a move to an opportunity area.
Program annual budget	Up to \$800,000 over the pilot program period (2 years) Actual spent: \$482,773.00 which includes program start-up costs pre-enrollment.
Funding sources	Program created through a bank settlement; Enterprise Community Partners NY for technical assistance and PHA funding for voucher leasing and HAP.
Administrative structure	Hybrid – two PHAs, one PHA administers program. Community Development Corporation of Long Island (CDCLI) <ol style="list-style-type: none"> <li>1. CDCLI administers their own voucher program in Suffolk County and runs the mobility program.</li> <li>2. Nassau County Office of Housing refers their voucher-assisted families to CDCLI's program.</li> </ol>
Number of families served annually	In the first year, 179 families received at least an initial assessment that included program information.
Number/percentage of families served who move to eligible areas annually	Over 15 months 16 families moved to an opportunity area.
Program cost per successful move	Total administrative costs/All families that received some mobility counseling including assessment is \$2,555. Average participant security deposit and moving cost assistance = \$3,118.00 Does not include \$32,00 in Landlord Incentives through the HQI fund.
Retention (number of families that stay housed in target area over the program term)	Still in first year (16).
Participant financial supports	Financial assistance may include car-fare for touring neighborhoods and available units, security deposit, and fees related to brokers, and moving, storage, credit and background checks.



## PROGRAM DESCRIPTORS *continued*

Landlord incentives and services	HQI Landlord Insurance (HQI) Fund to assist landlords with outstanding rent or damages to prospective housing providers in opportunity areas focusing on quality improvements like weatherization, energy efficiency, and unit repairs up to \$5,000 per unit in exchange for renting to a participant for up to 5 years. Mobility counseling to serve as a liaison between housing provider, the HCV program, and the family; support around paperwork and expedited administrative processes. Landlord outreach includes a video presentation of a mobility landlord.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Yes – Enterprise Community Partners collects data on program and household outcomes. Performance measures include: families supported, moves to opportunity areas, educational achievement, employment outcomes, exposure to healthier neighborhoods. Agency also collects additional data in on-going assessments post-move. Mobility Works conducted an assessment of the pilot, and MDRC is assisting in planning for the long-term evaluation.
Exception payment standards or SAFMRs	Yes
SOI discrimination protections?	Yes – New York State.
MTW status	No, neither PHA is an MTW agency.

## Contact Information

**JeanMarie Buffett**, Vice President, Real Estate  
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**CDCLI**  
2100 Middle Country Road  
Centereach, NY 11720



## ★ *Massachusetts – Supporting Neighborhood Opportunity in Massachusetts (SNO Mass) – 8 Regional Sites*

The **Supporting Neighborhood Opportunity in Massachusetts (SNO Mass)** program is an initiative within the Massachusetts Department of Housing and Community Development (DHCD) that aims to reduce the number of Housing Choice Voucher (HCV) families with young children living in high-poverty neighborhoods, consistent with the principle of family choice, and to expand the opportunities for families with young children to move to and remain in high-opportunity neighborhoods with high-performing schools. The program offers pre-and post-move mobility counseling and financial supports to participants, provides financial incentives and a single point of contact for participating landlords, and helps to build and support landlord and tenant relationships.

SNO Mass was initially piloted beginning in 2019 in two regions of the state (the Lowell/Lawrence metropolitan area and the Springfield metropolitan area). In 2021, the program was expanded statewide and is now offered to all of DHCD’s eligible HCV families. Since 2019, over 500 families have received mobility counseling, and over 95 families have moved to Opportunity Areas.

A customized housing search tool was developed for SNO Mass and has been an effective way for participants and staff to determine whether potential units are located in Opportunity Areas and what the payment standard is within that community. One of the program’s goals is to identify the tools, services, and resources that will be most effective at increasing the number of families moving to high-opportunity neighborhoods and maintaining housing stability over time. In DHCD’s experience with the program, pre-move and post-move supports appear to be valuable to HCV families with children interested in exploring relocation to high-opportunity neighborhoods. SNO Mass staff support eligible families with their selection of high-opportunity neighborhoods, identify and seek to remove any barriers to accessing them, and help families relocate and acclimate to their new community.

### PROGRAM DESCRIPTORS

<b>Number of dedicated mobility staff</b>	15 housing mobility staff (called mobility specialists and mobility managers) including all of the sites and one program manager at MADHCD.
<b>Services offered</b>	1 to 1 counseling with a dedicated mobility specialist that provides support during housing search and leasing process and for up to two years after the family moves; voluntary workshops focused on pre-move topics such as financial stability, fair housing, and landlord-tenant relations; access to community profiles and a custom-built housing search tool; landlord outreach and mediation; post-move resources and counseling.
<b>How are eligible mobility areas defined?</b>	The top 40th percentile of areas ranked by the Child Opportunity Index 2.0, with minor adjustments to ensure a sufficient number of opportunity areas in each region
<b>Timelines for pre-move and post-move supports</b>	During outreach, families have the option to express when they would be interested moving (within 3-6 months or 6-12 months). The program begins when a family attends an orientation, generally at least 60 days before a move, and families receive counseling and post-move supports as needed for up to two years post-move.



## PROGRAM DESCRIPTORS *continued*

Family recruitment priorities	Families with children under age 18. The majority of the eligible families have been contacted at this point, so outreach is happening on ongoing basis now without specific prioritization.
Taking new voucher families or existing families?	Existing (Not from HCV waitlist)
Are families required to make an opportunity move to receive services?	SNO Mass financial assistance is dependent on family moving to Opportunity Area, but families can receive pre-move counseling without a commitment to move to an Opportunity Area (no risk of losing voucher).
Program annual budget	\$2M (includes staffing, admin/overhead, program expenses, participant expenses, landlord incentive payments, case management software, and evaluation)
Funding sources	SNO Mass is funded through DHCD's MTW Authority
Administrative structure	DHCD contracts with 9 regionally based nonprofits to administer the HCV program across the state
Number of families served annually	Approx. 400 families
Number/percentage of families served who move to eligible areas annually	Approx. 45 families
Program cost per successful move	Approx. \$5,200
Retention (number of families that stay housed in target area over the program term)	81%
Participant financial supports	Each family moving to an Opportunity Area is eligible for a security deposit (up to 1 month's approved contract rent) and up to \$2,500 for other approved moving expenses or post-move expenses
Landlord incentives and services	There is a landlord incentive fund which is \$500 paid on lease-up with another \$500 paid upon lease renewal or turnover to another SNO Mass tenant.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	Yes, Mobility Works has completed an operations assessment and is currently conducting an evaluation of program outcomes.
Exception payment standards or SAFMRs	Regular payment standard (110% FMR) or SAFMR, whichever is higher
SOI discrimination protections?	Yes, SOI discrimination is illegal in Massachusetts
MTW status	DHCD is an MTW housing authority.

## Contact Information

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<https://www.mass.gov/info-details/supporting-neighborhood-opportunity-in-massachusetts-sno-mass-program>

**Massachusetts Department of Housing & Community Development (DHCD)**

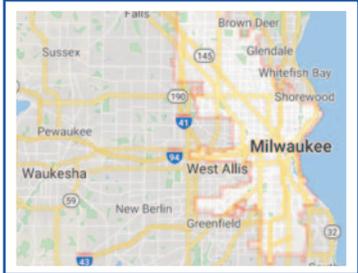
100 Cambridge Street, Suite 300  
Boston, MA 02115



## ★ Milwaukee, WI – Supporting Moves to Opportunity

### REGIONAL CONTEXT

Population:	1,574,731
Total Voucher Families with Children:	4,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	28%
Number of PHAs:	6
Average Rental Vacancy Rate (2019):	2.2%
Black-White Dissimilarity Index:	75.15
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Milwaukee County only
MTW status:	No



Opportunity MKE is administered by the Metropolitan Milwaukee Fair Housing Council in partnership with the Housing Authority of the City of Milwaukee, the Milwaukee County Housing Authority and the Waukesha Housing Authority. Exception payment standards based on Small Area FMRs have been adopted in a number of opportunity areas, both within and outside of the city. Opportunity MKE is funded as part of a mobility research study run by MDRC, called “Supporting Moves to Opportunity,” along with sites in St. Louis and Chicago.\*

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	Average of 2.5 FTE
Services offered	Pre-move tenant education, rental coaching, landlord outreach, and post-move counseling
How are eligible mobility areas defined?	An adaptation of the Opportunity Atlas, focusing primarily on census tracts performing in the top 50 percent of tracts on the Atlas. In addition, some tracts have been added to reflect the quality of local school districts and other characteristics that recently participating families have identified as important.
Timelines for pre-move supports and post-move supports	Most participants begin receiving services 3-4 months ahead of a possible move. Post-move check-ins occur at 1 month and 8 months after a move.
Family recruitment priorities	Families with children 18 or younger qualify.

\* The Chicago program, called 2Gen, focuses on economic mobility for families who have a voucher, regardless of where they currently live in Chicago or suburban Cook County. The program helps working-age family members set goals that they identify for themselves and for their children, focusing on housing, basic needs, employment, health, or other domains. A related study by the Center for Urban Research and Learning at Loyola University Chicago is examining these families’ experiences in their communities, both within and outside of the city.



## PROGRAM DESCRIPTORS *continued*

Taking new voucher families or existing?	New and existing voucher holders, with primary emphasis on new voucher holders beginning in fall 2021.
Are families required to make an opportunity move in order to receive services?	No
Program annual budget	\$225,000
Funding sources	Ford Foundation, Robert Wood Johnson Foundation, Opportunity Insights, UW Credit Union, Greater Milwaukee Foundation, Zilber Family Foundation, Metropolitan Milwaukee Fair Housing Council (in-kind), and private philanthropy
Administrative structure	Mission-driven nonprofit, independent of housing authorities
Number of families served annually	52 (2021)
Number/percentage of families served who move to eligible areas annually	8%
Program cost per successful move	Not available
Retention (Number of families that stay housed in the target area over program term)	Not available
Participant financial supports	Security deposit assistance and reimbursement of application fees.
Landlord incentives and services	None right now. Future plans may include providing one month's rent and creating a risk mitigation fund.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	MDRC is conducting a randomized controlled trial to evaluate program effectiveness. Among other measurements, the study will examine the rate of moves to opportunity areas among all families who initially agree to receive mobility services. This rate will be compared to that of control group families who do not receive mobility services. Results from the study of Opportunity MKE are planned for release in 2024. Some early findings about program implementation and effectiveness may be released earlier.

## Contact Information

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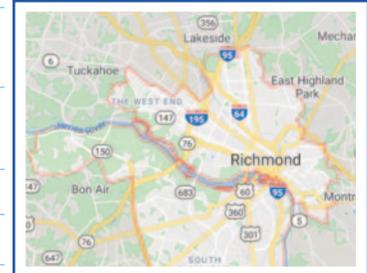
**Metropolitan Milwaukee Fair Housing Council**  
 759 N. Milwaukee Street, Suite 500  
 Milwaukee, WI 53202  
<https://twitter.com/HousingWi>



## ★ Richmond, VA – Move to Opportunity Program

### REGIONAL CONTEXT

Population:	1,314,434
Total Voucher Families with Children:	3,000
Share of Voucher Families with Children in Low Poverty Tracts:	20%
Share of Voucher-Affordable Units in Low Poverty Tracts:	31%
Number of PHAs:	9
Average Rental Vacancy Rate (2019):	1.8%
Black-White Dissimilarity Index:	50.35
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



### Housing Opportunities Made Equal of Virginia, Inc. (HOME)

is a nonprofit with a goal of ensuring equal access to housing for all people.

The Move to Opportunity program began in January 2014.

The program offers housing counseling and education about homeownership, foreclosure prevention, tenancy, financial literacy, and reverse mortgage, and engages in research and advocacy work to advance fair housing throughout Virginia.

From 2014 through the end of 2021, HOME provided mobility counseling to 1604 families, and facilitated 384 successful moves.



### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3 (2 housing specialists and 1 supervisor)
Services offered	Full assessment of family's housing situation and financial situation; landlord outreach; assistance with initial inspection; case management; assistance with communication with neighbors, management office, repairs, etc.; community referrals.



## PROGRAM DESCRIPTORS *continued*

How are eligible mobility areas defined?	Opportunity areas are typically those at or below 20% poverty rates using FFIEC Geomap.
Timelines for pre-move and post-move supports	For new voucher families, up to 120 days after receiving the voucher; post-move timeline is 12 months.
Family recruitment priorities	HCV families with children in areas with the highest poverty rates, and new voucher holders.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No; families have to have their voucher and be willing to expand their search, but HOME does not require them upfront to agree to make an opportunity move.
Program annual budget	\$250,000
Funding sources	VA DHCD; City of Richmond; private community foundation.
Administrative structure	Independent non-profit
Number of families served annually	200
Number/percentage of families served who move to eligible areas annually	Approx. 30%
Program cost per successful move	N/A
Retention (number of families that stay housed in target area over the program term)	N/A
Participant financial supports	Limited security deposit assistance when funds are available.
Landlord incentives and services	No
Recipient of Mobility Works Technical Assistance?	Have not utilized any assistance in the last year.
Any evaluation or assessment plan?	Internal client and landlord surveys.

### Contact Information

#### Housing Opportunities Made Equal of Virginia (HOME)

**Brenda Hicks**, Director of Housing Counseling & Education

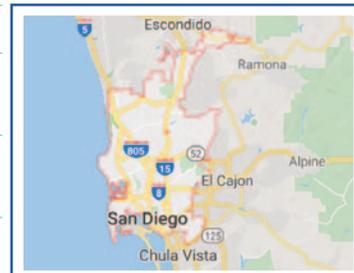
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 www.HOMEofVA.org



# ★ San Diego, CA – San Diego Housing Commission - Choice Communities Initiative

## REGIONAL CONTEXT

Population:	3,298,634
Total Voucher Families with Children:	9,000
Share of Voucher Families with Children in Low Poverty Tracts:	16%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	6 (but SDHC is only PHA within San Diego city)
Average Rental Vacancy Rate (2019):	3.1%
Black-White Dissimilarity Index:	44.82
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	Yes



In 2009, HUD designated the **San Diego Housing Commission (SDHC)** as a **Moving to Work** agency. With this flexibility, SDHC created the Choice Communities initiative in 2010, to deconcentrate poverty, increase housing opportunities for low-income rental assistance families and provide access to neighborhoods with greater opportunities. In 2018, the Choice Communities initiative was expanded. SDHC divided City of San Diego (City) ZIP Codes into three communities, Signature, Enterprise, and Choice Communities, each with a different payment standard. No updated information was provided by the PHA for this report.

## Contact Information

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 619-578-7604

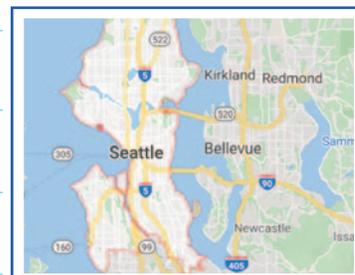
**San Diego Housing Commission**  
 1122 Broadway, Suite 300  
 San Diego, CA 92101



# ★ *Seattle, WA – Seattle and King County Housing Authorities – Creating Moves to Opportunity*

## REGIONAL CONTEXT

Population:	2.3 million
Total Voucher Families with Children (2021):	10,000
Share of Voucher Families with Children in Low Poverty Tracts:	28%
Share of Voucher-Affordable Units in Low Poverty Tracts:	39%
Number of PHAs:	3
Average Rental Vacancy Rate (2019):	4.4%
Black-White Dissimilarity Index:	51.6
Exception payment standards or SAFMRs:	Yes, local payment standards with MTW
SOI discrimination laws:	Yes, state law
MTW status:	Yes; both Seattle and King County Housing Authorities



The **Seattle Housing Authority** and **King County Housing Authority** developed a mobility program, called **Creating Moves to Opportunity (CMTO)**, to reduce the barriers that families with children face in moving to higher-opportunity areas that have historically been denied to people of color and people with low incomes. It was piloted through a multi-phase randomized control trial demonstration from 2018-2020 for families newly receiving a voucher. Primary program services for Phase One consisted of three key components: customized housing search assistance (including education about opportunity areas), landlord engagement and short-term financial assistance. Landlord engagement activities included landlord outreach, mitigation funds and an expedited lease up process. Families offered CMTO services were 3.8 times more likely to lease in an Opportunity Area than families offered standard HCV services (54.3% vs. 14.3%). Extensive interviews with participating families revealed that they attribute this success to: emotional support and communication with staff, increased excitement about opportunity areas, streamlined search process, brokering between program staff and landlords and strategically targeted short-term financial assistance. Complete results from Phase One results were published along with other resources and program information and can be found at <https://opportunityinsights.org/paper/cmto/>.

Phase Two evaluated three separate program variations: the same suite of services as Phase One, a cost-optimized streamlined version of the Phase One suite and financial assistance only. Phase Two results will also be published on the Opportunity Insights website.

Beginning Fall 2020, the housing authorities transitioned out of randomized control trial and integrated lessons learned into regular operations, including extending the program to movers with continued assistance.



## PROGRAM DESCRIPTORS

\* The King County Housing Authority (KCHA) program is on hold, but all descriptors below are representative of the model the KCHA follows.

<b>Number of dedicated mobility staff</b>	Approx. 1 full-time Family Navigator and 1 full-time Housing Navigator/Project Manager per housing authority.
<b>Services offered</b>	<p>Family Navigators and Housing Navigators are responsible for the majority of services. Family Navigator services are family-focused while the Housing Navigators are responsible for landlord-focused activities.</p> <p>Family Navigators provide 1:1 counseling support that includes: (1) Opportunity Area Education (2) Rental Application Coaching and (3) Housing Locator Services.</p> <p>Housing Navigators engage landlords through (1) Landlord Outreach (2) Mitigation Funds and (3) Expedited Lease-Up Processes.</p> <p>Services can also be provided by third party partner or housing authority staff.</p>
<b>How are eligible mobility areas defined?</b>	The eligible areas for moves were determined by identifying census tracts with rates of upward mobility roughly in the top third of distribution within Seattle and King County using the <i>Opportunity Atlas</i> ( <a href="http://www.opportunityatlas.org">www.opportunityatlas.org</a> ), with considerations for factors such as neighborhood change, availability of units and tracts that already have many housing authority-assisted families.
<b>Timelines for pre-move and post-move supports</b>	CMTO services begin once a family is referred to a Family Navigator and ends when the family either leases a unit or their voucher expires. Vouchers are issued for 120 days with flexible extension policies. Referral to the Family Navigator can be as early as 60 days prior to expected new issuance. For movers with continued assistance (MWCA), referrals can happen anytime a family expresses interest, including after an MWCA voucher is issued.
<b>Family recruitment priorities</b>	Families with at least one child below age 15.
<b>Enrolling new voucher families or existing families?</b>	Both (demonstration was only new issuances).
<b>Are families required to make an opportunity move to receive services?</b>	No, families do not have to move to an opportunity area in order to receive a voucher or initial CMTO services. Housing Search Assistance, Expedited Leasing and Financial Assistance are only available in opportunity areas.
<b>Program annual budget</b>	Incremental Housing Assistance Payment (HAP) cost per lease per year is \$2,630 as a result of families moving to more expensive neighborhoods.
<b>Funding sources</b>	MTW flexibility. Demonstration and related research were funded by philanthropy.
<b>Administrative structure</b>	PHA administration.
<b>Number of families served annually</b>	Varies. About 220 families were offered CMTO services in each phase of the demonstration.



## PROGRAM DESCRIPTORS *continued*

Number/percentage of families served who move to eligible areas annually	53% of families that received CMTO mobility services.
Program cost per successful move	Cost of CMTO services per family issued = \$2,660: \$1,043 of Financial Assistance \$1,500 of labor costs for services and \$118 in additional PHA expenses. (Cost of CMTO per opportunity move: \$5,006).
Retention (number of families that stay housed in target area over the program term)	Rate of families moving from opportunity areas is the same as from non-opportunity areas; there is no requirement to stay in a high opportunity area after the initial move..
Participant financial supports	Financial assistance (with a cap of \$3,500) that can cover security deposits, holding fees, rental application fees and renter's insurance in opportunity areas only.
Landlord incentives and services	Mitigation funds that can be used to recoup damages beyond the security deposit. Only used two times in four years Streamlined inspections, leasing process and Housing Navigator support.
Recipient of Mobility Works Technical Assistance?	Initial staff training only
Any evaluation or assessment plan?	CMTO Phase One and Phase Two randomized control trial and qualitative evaluation. Information available at <a href="http://opportunityinsights.org/policy/cmto">opportunityinsights.org/policy/cmto</a>

## Contact Information

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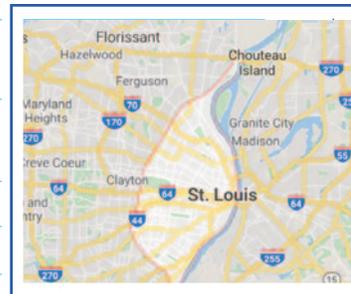
**King County Housing Authority**  
700 Andover Park W  
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JennyL@kcha.org



## ★ St. Louis, MO – Mobility Connection

### REGIONAL CONTEXT

Population:	2,820,253
Total Voucher Families with Children:	11,000
Share of Voucher Families with Children in Low Poverty Tracts:	14.3%
Share of Voucher-Affordable Units in Low Poverty Tracts:	31%
Number of PHAs:	9
Average Rental Vacancy Rate (2019):	6.6%
Black-White Dissimilarity Index:	67.42
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	St. Louis City and Clayton only
MTW status:	No



The St. Louis housing mobility program, **Mobility Connection**, is a joint program of the **St. Louis Housing Authority** and the **Housing Authority of St. Louis County** (the two PHAs also have a jurisdictional sharing agreement for their voucher programs to facilitate the mobility program). Exception payment standards for selected census tracts and zip codes (using Small Area FMRs) have been adopted in a number of opportunity areas, both within and outside of the city. The program began with HUD funding in 2017, and is now hosting a mobility research study run by MDRC, called “Supporting Moves to Opportunity,” along with sites in Milwaukee and Chicago.\*

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3
Services offered	Housing search assistance, financial assistance (application fees, security deposits), expedited paperwork process, and post move support
How are eligible mobility areas defined?	The High Opportunity Area map is currently based on an adaptation of the Opportunity Atlas, focusing primarily on census tracts performing in the top 50 percent of tracts on the Atlas. In addition, some tracts have been added to reflect the quality of local school districts and other characteristics that recently participating families have identified.

\* The Chicago program, called 2Gen, focuses on economic mobility for families who have a voucher, regardless of where they currently live in Chicago or suburban Cook County. The program helps working-age family members set goals that they identify for themselves and for their children, focusing on housing, basic needs, employment, health, or other domains. A related study by the Center for Urban Research and Learning at Loyola University Chicago is examining these families’ experiences in their communities, both within and outside of the city.



## PROGRAM DESCRIPTORS *continued*

Timelines for pre-move and post-move supports	Families are enrolled 3-4 months before voucher expiration date/lease end date, after their first appointment. Referrals to current listings are given 6-7 weeks ahead of their end-of-lease date. Post-move services include check-in after one month; post-move referrals.
Family recruitment priorities	Only families with children 18 or younger qualify.
Taking new voucher families or existing families?	Both, new and existing voucher holders.
Are families required to make an opportunity move to receive services?	No
Program annual budget	\$240,000
Funding sources	Missouri Foundation for Health, Ford Foundation, Robert Wood Johnson Foundation, Opportunity Insights
Administrative structure	Housed within a nonprofit affiliated with one of the participating housing authorities. Leadership team made up of top staff from housing authorities that oversee and make major decisions about the program.
Number of families served annually	94 (2021)
Number/percentage of families served who move to eligible areas annually	9%
Program cost per successful move	Not available.
Retention (number of families that stay housed in target area over the program term)	Not available.
Participant financial supports	Security deposit assistance and reimbursement of application fees.
Landlord incentives and services	Property owner outreach. Bonus of 50% of one month's rent if client leases up in high-opportunity neighborhood.
Recipient of Mobility Works Technical Assistance?	Yes
Any evaluation or assessment plan?	MDRC is conducting a randomized controlled trial to evaluate program effectiveness. Among other measurements, the study will examine the rate of moves to opportunity areas among all families who initially agree to receive mobility services. This rate will be compared to that of control group families who do not receive mobility services. Results from the study of Mobility Connection are planned for release in 2024. Some early findings about program implementation and effectiveness may be released earlier

## Contact Information

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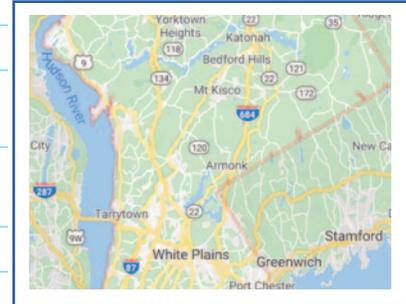
**Mobility Connection**  
 8865 Natural Bridge Road  
 St. Louis, MO 63121



## ★ Westchester, NY – Westchester Neighborhood Choice Program (WNCP)

### REGIONAL CONTEXT

Population:	20,140,470
Total Voucher Families with Children:	82,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	27%
Number of PHAs:	123
Average Rental Vacancy Rate (2019):	5.2%
Black-White Dissimilarity Index:	74.29
Exception payment standards or SAFMRs:	Combination of both depending on the opportunity area.
SOI discrimination laws:	Yes
MTW status:	No



The **Westchester Neighborhood Choice Program (WNCP)** developed out of the Enhanced Section 8 Outreach Program (ESOP). ESOP was created in 1993 as a part of the settlement in *Giddins v. HUD*. ESOP was phased out in 2016, and WNCP absorbed the cases that program previously handled. WNCP offers several services to clients to help them secure and remain in suitable housing. The program offers post-move counseling, housing search support, landlord tenant mediation, lease negotiations and individualized customer service for landlords, as well as connections to social services for tenants and credit counseling through program partners. WNCP also emphasizes pre-move counseling, ensuring clients are prepared with as much information as possible before making a move. To date, WNCP has helped 116 families move to opportunity areas.

### PROGRAM DESCRIPTORS

Number of dedicated mobility staff	3
Services offered	Pre-move counseling, post-move counseling, housing search assistance, landlord recruitment; additionally, credit counseling is available through partners.
How are eligible mobility areas defined?	WNCP defines opportunity areas as census tracts in Westchester County with no more than 60% minority concentration, no more than 20% poverty concentration, and where a majority of students are passing 4th grade proficiency exams and passing the majority of Regents exams.
Timelines for pre-move and post-move supports	From the scheduled intake assessment it can take up to 6 months for the client to move; post-move follow up is done 30 days after as home visits. An average term of client participation is 9 years.



## PROGRAM DESCRIPTORS *continued*

Family recruitment priorities	Families with children, particularly children ages 13 and under. The priorities were established by the State and CVR Associates Inc.
Taking new voucher families or existing families?	Existing
Are families required to make an opportunity move to receive services?	Yes; pre-move counseling is open for all those interested in an opportunity area.
Program annual budget	Not provided
Funding sources	State-funded/HCV administrative fees.
Administrative structure	CVR Associates Inc. is contracted by the state to manage the program. Services are provided in-house.
Number of families served annually	200
Number/percentage of families served who move to eligible areas annually	20%
Program cost per successful move	N/A
Retention (number of families that stay housed in target area over the program term)	91%
Participant financial supports	Security deposits are provided as a last resort and are equal to one month's rent. There is a reimbursement for broker fees to tenants if the tenant hires a broker.
Landlord incentives and services	No; landlords are generally willing to participate in the program and there are more than enough potential landlords available.
Recipient of Mobility Works Technical Assistance?	No
Any evaluation or assessment plan?	There is no external evaluation or assessment. CVR collects data on how families are doing in their opportunity area.

## Contact Information

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# Cities in the Community Choice Demonstration

The Housing Choice Voucher Community Choice Demonstration (CCD), formerly the HCV Housing Mobility Demonstration, was announced by the Department of Housing and Urban Development in April of 2019, with \$50 million in funding appropriated by Congress. The demonstration was designed to help families (particularly those with young children) access housing opportunities in low-poverty areas, and to assess the effectiveness of different “bundles” of mobility services.

The CCD was inspired by research revealing the impact of better neighborhoods on childhood development and long-term outcomes. Children who grow up in neighborhoods with lower levels of poverty and crime seem to have higher chances of achievement and success, better physical health, and better mental health as they grow up. Adults who make opportunity moves also benefit from neighborhoods with more opportunity, seeing improvements to their mental and physical health. The CCD’s investment in housing mobility services will help families with vouchers find housing and communities that can make these positive outcomes a reality.

HUD has selected nine sites for the demonstration that will service over 10,000 families. These sites represent a variety of housing markets and population sizes. PHAs were required to apply for the CCD by submitting detailed plans for program implementation. The chosen PHAs receive an award for mobility services and a set number of new vouchers to assist program participants. With these supports, demonstration sites can provide the required housing mobility assistance to new and existing voucher clients. Participating families were divided into “treatment” and “control” groups to test the efficacy of mobility services.

The housing mobility assistance measures required within the program are referred to as Comprehensive Mobility-Related Services (CMRS). CMRS include pre- and post-move services, housing search assistance, family financial assistance, and landlord recruitment. The CCD allows PHAs to contract with local service providers to deliver these services to families.

The 2019 and 2020 Appropriations Acts allotted \$50 million to the demonstration for participating PHAs. Most of that allocation is designated to support mobility-related services. \$10 million was marked specifically to provide new vouchers, while \$3 million is available for a research evaluation of the program.

## PROGRAM DESCRIPTORS

<b>Number of dedicated mobility staff</b>	Varies by site
<b>Services offered</b>	Mobility services including pre- and post-move support, housing search assistance, property owner outreach and support, family financial assistance, financial incentives for property owners, and subsequent move support
<b>How are eligible mobility areas defined?</b>	Defined by the PHA applicant, must meet HUD’s minimum criteria that an opportunity area is a census tract in which the family poverty rate is less than 20%.



## PROGRAM DESCRIPTORS *continued*

Timelines for pre-move and post-move supports	Varies by site
Family recruitment priorities	Families with children; families with at least one child under 13 and living in a high poverty neighborhood (30% poverty rate or higher) receive preference for new vouchers in the demonstration.
Taking new voucher families or existing families?	Both
Are families required to make an opportunity move to receive services?	No, but the goal of the program is to help families move into higher opportunity areas. Families with a desire to move will benefit most from this program.
Program annual budget	Varies by site
Funding sources	HUD Mobility Demonstration
Administrative structure	PHA-led with five sites participating with service providers
Number of families served annually	Varies by site – see area description
Number/percentage of families served who move to eligible areas annually	TBD
Program cost per successful move	TBD
Retention (number of families that stay housed in target area over the program term)	TBD
Participant financial supports	Funds for move-related fees (application fees, move-in fees, security deposits etc.); specific supports vary by site.
Landlord incentives and services	Yes
Recipient of Mobility Works Technical Assistance?	Technical assistance is provided by FirstPic.
Any evaluation or assessment plan?	Randomized control research design administered by Abt Associates.
Exception payment standards or SAFMRs	PHAs can propose and implement their own plans for adopting appropriate payment standards, as long as those plans produce payment standards high enough to facilitate mobility to high opportunity areas.
SOI discrimination protections?	Varies by site – see description
MTW status	Varies by site – see description



## ▲ Chester County, PA

### REGIONAL CONTEXT

Population:	6,245,051
Total Voucher Families with Children:	18,000
Share of Voucher Families with Children in Low Poverty Tracts:	15%
Share of Voucher-Affordable Units in Low Poverty Tracts:	36%
Number of PHAs:	24
Average Rental Vacancy Rate (2019):	4.9%
Black-White Dissimilarity Index:	70.16
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	No
MTW status:	No

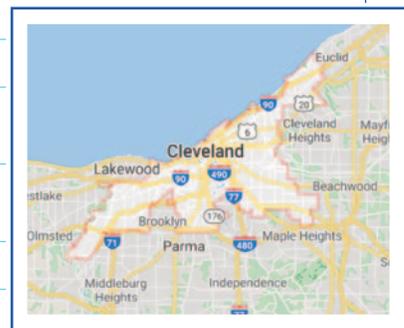


The Community Choice Demonstration in Chester County, called the Brandywine Housing Opportunity Program (BHOP), is being jointly run by the Chester Housing Authority (CHA) and the Housing Authority of Chester County (HACC). CHA covers the city of Chester, while HACC covers the cities of Coatesville and South Coatesville, West Chester, Phoenixville and Oxford. The two agencies have partnered to bring more vouchers to previously underserved areas. Neither HACC nor CHA is an MTW agency. The city of Philadelphia has SOI discrimination protections in place, but there are no protections in place for Chester County.

## ▲ Cleveland, OH

### REGIONAL CONTEXT

Population:	2,088,251
Total Voucher Families with Children:	9,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	22%
Number of PHAs:	7
Average Rental Vacancy Rate (2019):	3.6%
Black-White Dissimilarity Index:	69.97
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	No
MTW status:	No

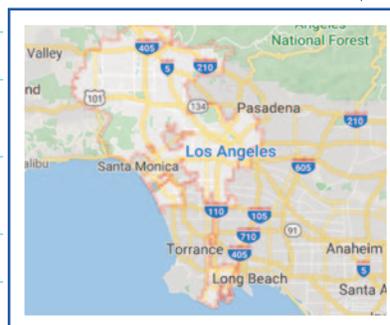


The Cuyahoga Metropolitan Housing Authority (CMHA) has an area of operation covering all of Cuyahoga County, which encompasses most of the Cleveland metropolitan area. They are partnering with the Fair Housing Center, based in Cleveland, to staff the mobility demonstration, in collaboration with PHA staff. In 2020-21, CMHA adopted exception payment standards based on Small Area FMRs for all identified opportunity areas in the County. CMHA is not an MTW agency, and the locality does not currently have SOI discrimination protections in place.

## ▲ Los Angeles, CA

### REGIONAL CONTEXT

Population:	13,200,998
Total Voucher Families with Children:	30,000
Share of Voucher Families with Children in Low Poverty Tracts:	8%
Share of Voucher-Affordable Units in Low Poverty Tracts:	21%
Number of PHAs:	24
Average Rental Vacancy Rate (2019):	5%
Black-White Dissimilarity Index:	59.69
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



The Community Choice Demonstration in Los Angeles is being run by the Housing Authority of the City of Los Angeles (HACLA). An interagency agreement with the Los Angeles County Development Authority (LADCA), permits HACLA to administer vouchers in the demonstration in areas of Los Angeles County that are not served by other PHAs.



## ▲ *Minneapolis/St. Paul, MN*

### REGIONAL CONTEXT

Population:	3,690,261
Total Voucher Families with Children:	11,000
Share of Voucher Families with Children in Low Poverty Tracts:	34%
Share of Voucher-Affordable Units in Low Poverty Tracts:	44%
Number of PHAs:	27
Average Rental Vacancy Rate (2019):	4.8%
Black-White Dissimilarity Index:	47.68
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	(suspended)
MTW status:	Yes

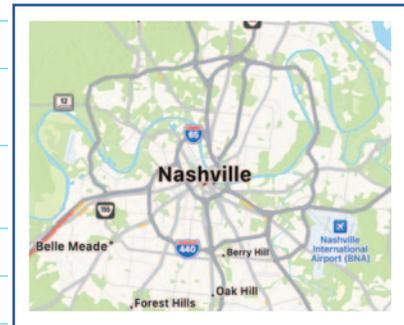


The Minneapolis mobility program is a joint effort of the Minneapolis Public Housing Authority (MPHA), which administers vouchers in the city of Minneapolis, in cooperation with the Metropolitan Council Housing and Redevelopment Authority (Metro HRA), which administers vouchers in most of suburban Hennepin County. In 2020-21, MPHA and Metro HRA adopted exception payment standards based on Small Area FMRs for all identified opportunity areas in the region. MPHA is an MTW agency, and Minneapolis has SOI discrimination protections in place.

## ▲ *Nashville, TN*

### REGIONAL CONTEXT

Population:	1,989,519
Total Voucher Families with Children:	5,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	25%
Number of PHAs:	15
Average Rental Vacancy Rate:	7.7%
Black-White Dissimilarity Index:	48.96
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	No
MTW status:	No



The Metropolitan Development and Housing Agency serves the Nashville and Davidson County metropolitan area. The MDHA uses SAFMRs to determine payment standards. MDHA is not an MTW agency, and the locality does not have source of income discrimination protections in place.



## ▲ *New Orleans, LA*

### REGIONAL CONTEXT

Population:	1,271,845
Total Voucher Families with Children:	14,000
Share of Voucher Families with Children in Low Poverty Tracts:	4%
Share of Voucher-Affordable Units in Low Poverty Tracts:	15%
Number of PHAs:	12
Average Rental Vacancy Rate (2019):	7.2%
Black-White Dissimilarity Index:	60.17
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	No
MTW status:	No



The Housing Authority of New Orleans (HANO) is responsible for administering the Housing Choice Voucher program in the city of New Orleans. HANO began accepting requests for proposals for administration of mobility services under the demonstration on January 4th, 2022. HANO is not an MTW agency, and New Orleans has no SOI discrimination protections in place.

## ▲ *New York, NY – NYC Department of Housing Preservation and Development – Housing Choice*

### REGIONAL CONTEXT

Population:	20,140,470
Total Voucher Families with Children:	82,000
Share of Voucher Families with Children in Low Poverty Tracts:	12%
Share of Voucher-Affordable Units in Low Poverty Tracts:	27%
Number of PHAs:	123
Average Rental Vacancy Rate (2019):	5.2%
Black-White Dissimilarity Index:	74.29
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



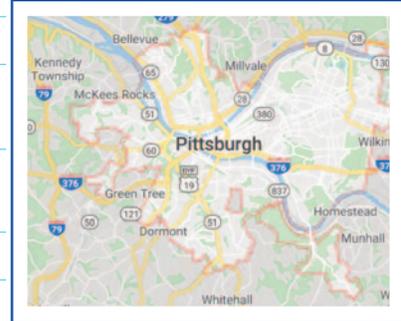
New York Housing Preservation and Development (NYHPD) is responsible for administering the Community Choice Demonstration in New York City. NYHPD is not an MTW agency, and New York City (and New York state) has SOI discrimination protections in place.



## ▲ Pittsburgh, PA

### REGIONAL CONTEXT

Population:	2,370,930
Total Voucher Families with Children:	8,000
Share of Voucher Families with Children in Low Poverty Tracts:	11%
Share of Voucher-Affordable Units in Low Poverty Tracts:	31%
Number of PHAs:	3
Average Rental Vacancy Rate:	9.4%
Black-White Dissimilarity Index:	59.36
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	No
MTW status:	Yes



The Pittsburgh mobility program is a joint effort of the Housing Authority of the City of Pittsburgh (HACP, covering the city of Pittsburgh), the Housing Authority of Allegheny County (ACHA, covering all of the suburbs), and the Allegheny County Department of Human Services. The mobility program in Pittsburgh had launched a year earlier with a grant from the Pennsylvania Housing Finance Agency. HACP is an MTW agency, and the city of Pittsburgh has SOI protections in place.

## ▲ Rochester, NY

### REGIONAL CONTEXT

Population:	1,090,135
Total Voucher Families with Children:	N/A
Share of Voucher Families with Children in Low Poverty Tracts:	N/A
Share of Voucher-Affordable Units in Low Poverty Tracts:	N/A
Number of PHAs:	4
Average Rental Vacancy Rate:	3.3%
Black-White Dissimilarity Index:	59.39
Exception payment standards or SAFMRs:	Yes
SOI discrimination laws:	Yes
MTW status:	No



The mobility program in Rochester, New York is being run by the Rochester Housing Authority (RHA). RHA services the Greater Rochester area, encompassing Monroe, Orleans, Livingston, Ontario & Wayne counties. RHA is not an MTW agency, and Rochester has SOI discrimination protections in place.



# ABOUT THE AUTHORS

**Katherine DeFord** is the Operations and Development Assistant at the Poverty & Race Research Action Council. She assists with both development and administrative needs.

**Catherine Johnson** is the Interim Executive Director at Housing Choice Partners, and has worked in affordable housing and mobility counseling programming for over 25 years. Since 2000, Catherine has been integral to Housing Choice Partners Chicago and suburban housing mobility programs, managing staff and often carrying her own counseling caseload. Catherine is a certified HUD Housing Counselor and has certifications in HUD Housing Quality Standards, federal Housing Choice Voucher program policies, and homeowner and foreclosure counseling.

**Brian Knudsen** is Senior Research Associate at PRRAC, assisting with quantitative data analysis, GIS mapping, and tracking of academic literature relevant to PRRAC's ongoing advocacy work. Brian previously served as a research analyst at the National Association of Counties. He received his B.S. and Ph. D. from Carnegie Mellon University.

**Darryn Mumphery, JD** is a Law and Policy Associate at PRRAC. Her prior publications at PRRAC include *Racial Justice in Housing Finance: A Series on New Directions* (contributing author, 2021).

**Philip Tegeler** is the Executive Director of the Poverty & Race Research Action Council. Phil leads PRRAC's housing policy advocacy and local technical assistance work, and has published numerous articles and reports on federal housing policy, including *Housing Choice Voucher Reform: A Primer for 2021 and Beyond* (PRRAC, August 2020).

**Gretchen Weismann, PhD**, is a consultant focused on housing policy design, program development, and evaluation. She is a member of the Mobility Works technical assistance team. Her prior publications for PRRAC include *Housing Mobility Programs in the U.S. 2020* (co-author, 2020) and *Barriers and Opportunities in the Housing Voucher Program: Insights from a Survey of Boston Area Families* (co-author, 2019).



# Appendix – Data Sources and Information

Indicator	Data Source	Definition
Metro Area and County Population	Table P1, 2020 Decennial Census Redistricting Data (PL 94-171), US Census Bureau	County population computed for Nassau County, NY & Suffolk County, NY
Metro Area Average Rental Vacancy Rate	Housing Vacancy Survey, US Census Bureau; See here: <a href="https://census.gov/housing/hvs/data/rates.html">census.gov/housing/hvs/data/rates.html</a>	Statistic is computed as the average vacancy rate for the four quarters of 2021. This figure is an estimate based on survey data and is accompanied by sampling error. Data for Springfield MA comes from a different source: US Census Bureau, American Community Survey 2019 1-year data (DP04).
County Rental Vacancy Rate (for Nassau County, NY & Suffolk County, NY)	US Census Bureau, American Community Survey 2019 1-year data (Table DP04)	
Metro Area and County Total Number of Voucher Families with Children	US Department of Housing and Urban Development, Office of Policy Development and Research	Dataset contains demographic and location information collected through HUD Form 50058 through December 2017. County totals computed for Nassau County, NY & Suffolk County, NY. Metro Area totals are rounded to nearest 1000.
Metro Area Share of Voucher Families with Children in Low Poverty Tracts	US Department of Housing and Urban Development, Office of Policy Development and Research; 2016 ACS 5-year data. Computed for CBPP/PRRAC report, "Where Families With Children Use Housing Vouchers: A Comparative Look at the 50 Largest Metropolitan Areas". See here: <a href="https://www.cbpp.org/sites/default/files/atoms/files/1-3-19hous.pdf">https://www.cbpp.org/sites/default/files/atoms/files/1-3-19hous.pdf</a>	
Metro Area Voucher-Affordable Rental Units in Low Poverty Tracts	2016 ACS 5-year data; U.S. Department of Housing and Urban Development 2016 Hypothetical Small Area Fair Market Rents. Computed for CBPP/PRRAC report, "Where Families With Children Use Housing Vouchers: A Comparative Look at the 50 Largest Metropolitan Areas". See here: <a href="https://www.cbpp.org/sites/default/files/atoms/files/1-3-19hous.pdf">https://www.cbpp.org/sites/default/files/atoms/files/1-3-19hous.pdf</a>	
Metro Area Number of Public Housing Authorities	US Department of Housing and Urban Development. See here: <a href="https://hudgis-hud.opendata.arcgis.com/datasets/public-housing-authorities">hudgis-hud.opendata.arcgis.com/datasets/public-housing-authorities</a>	



Indicator	Data Source	Definition
County Number of Public Housing Authorities (for Nassau County NY & Suffolk County NY)	Based on Center for Budget and Policy Priorities analysis of 2017 HUD Administrative data	
Metro Area Non-Hispanic Black - Non-Hispanic White Dissimilarity Index	Spatial Structures in Social Sciences, Brown University. See here: <a href="https://s4.ad.brown.edu/projects/diversity/Data/data.htm">https://s4.ad.brown.edu/projects/diversity/Data/data.htm</a>	Index ranges from 0 to 100. Higher values point to uneven spread of racial groups among census tracts in a metro area.
County Black - White Dissimilarity Index	County Health Rankings. See here: <a href="https://countyhealthrankings.org/explore-health-rankings/county-health-rankings-model/health-factors/social-economic-factors/family-and-social-support/residential-segregation-blackwhite?year=2022">countyhealthrankings.org/explore-health-rankings/county-health-rankings-model/health-factors/social-economic-factors/family-and-social-support/residential-segregation-blackwhite?year=2022</a>	Index ranges from 0 to 100. Higher values point to uneven spread of racial groups among census tracts in a metro area.
CT state data	Total population is from the 2020 Census Decennial Redistricting Data Total number of occupied HCVs is from the 2021 HUD Picture of Subsidized Households data (estimated by multiplying Subsidized Units Available by Percent Occupied)	







Mobility Works is a national membership organization that works to promote self-determination among low-income families and expand housing choice and opportunity. It provides training, advocacy, and technical assistance on housing mobility and related issues through a consortium of researchers, practitioners, and policy experts. Its founding members are PRRAC, the Inclusive Communities Project, the Baltimore Regional Housing Partnership, and Housing Choice Partners. Mobility Works has received core support from Funders for Housing & Opportunity, the Kresge Foundation, and the Annie E. Casey Foundation.



The Poverty & Race Research Action Council (PRRAC) is a civil rights law and policy organization based in Washington, D.C. Our mission is to promote research-based advocacy strategies to address structural inequality and disrupt the systems that disadvantage low-income people of color. Our current work focuses on housing and education policy, with a goal of developing actionable policies to overcome the mechanisms that continue to reproduce historical patterns of racial and economic segregation and disinvestment.