

Shelter Plus Care Basics

Shelter Plus Care (SPC) is a program that assists homeless participants with re-housing and matches them with supportive services through case management to help them remain stable and successfully housed.

This program differs from the Housing Choice Voucher (HCV) program in a couple of ways that are important for housing providers to know.

Payment Standards:

Shelter Plus Care is a program that uses a payment standard based on the metropolitan fair market rent and limits rent to no more than the payment standard. For SPC, if the rent is below the payment standard and the unit is rent reasonable, then the unit is considered to be affordable for the tenant.

Bedroom Size	SPC Payment Standard & Approvable Rent Limit
0	\$1,047
1	\$1,179
2	\$1,483
3	\$2,140
4	\$2,604
5	\$2,995

Security Deposit:

SPC is the only program that SHRA assists with security deposits. SHRA can assist with up to 2 times the rent amount. This assistance is contingent on available funding.



Left to Right -Next Move's Omega Shelter Plus Care Case Manager Cynthia Laux, Shelter Plus Care Client Melanie, and Housing Specialist Elizabeth Villasenor

Successful Re-housing Through Teamwork

A vital element of the Shelter Plus Care program is the support that case management provides for both the tenant and housing providers. Different organizations in the community serve as case managers to Shelter Plus Care clients. The Omega Program at Next Move has been successful at getting tenants with the Shelter Plus Care Program housed and keeping them housed by working with both the tenant and the landlord.

The Housing Authority works in collaboration with the housing specialist and the client's case manager to make re-housing a success for tenants and landlords. The housing specialist searches for inventory, meets with landlords, and helps explain the benefits of working with their program to rent out their units. They are also able to do walk-throughs in order to inform the housing provider if any changes are needed to pass the Housing Quality Standards Inspection.

The case manager works to help keep that tenant stable and motivates the tenant to improve their circumstances. One of the major benefits to the housing provider is that the case manager does home visits. Case Manager Cynthia Laux explains, "I go out to their property at least once a month. I monitor and ensure that only people on the lease are living on the property and that the tenant is keeping up the unit to the move-in condition."

Housing Specialist Elizabeth Villasenor shares, "We have a housing team that can actually be there and try to intervene and help out. Landlords don't

Continued on Page 4

Meet Melanie: Changed through Support

The past year has been one of major positive change for Shelter Plus Care client Melanie. She was able to create a special bond with her case manager Cynthia Laux, from the Omega Program at Next Move. According to Melanie, working with Cynthia has made all the difference. "I have gone from being bedridden and depressed to now working a full time job. All of her support has just made me blossom."

Cynthia's assistance has been vital to Melanie. Her health issues have improved, and Cynthia has helped her with managing housekeeping issues like organizing her home and avoiding clutter. Melanie has also developed stronger parenting skills and a better parent-child relationship through her case management. "She is my cheerleader I can get through anything with her backing me."

Next Move and Shelter Plus Care have been able to help her find a new more comfortable home. "I have a lot of things in my background that aren't great. Next Move has really helped me with that. They talked to the housing providers and expressed how I am a changed person." They also explain the Shelter Plus Care program and how it provides guaranteed rental assistance to help their family remain stably housed.


Melanie now works full time for 211 Sacramento where she is able to help navigate social services for callers and connect them with needed resources. Melanie says she can relate to every call that comes in she has been in that situation. "I am not just talking from book knowledge. I have actually been homeless. I have been abused. I have been drug addicted. I have actually been there so I know what they need and what is going to help them." It makes her feel great when she is able to help others.

Melanie now has a great relationship with her new landlord. Melanie's future goals include remaining clean and sober, stably housed, transitioning off government programs, and being a better parent to her daughter.



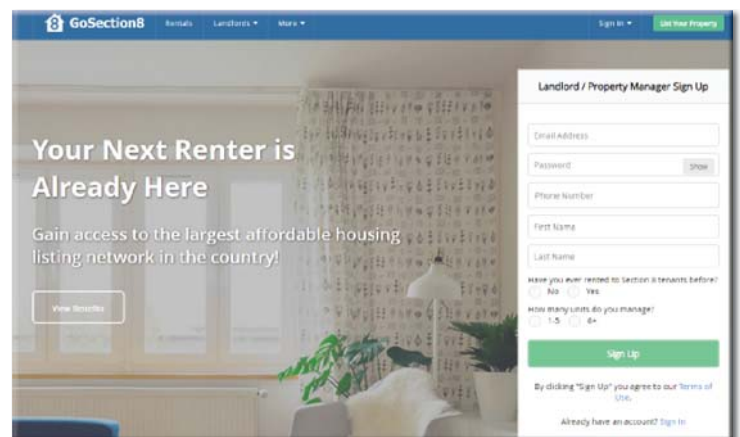
Melanie outside the door of her home.

Inspector's Tip
Make sure pilot lights are lit.



Inspectors need to be able to check that heaters are operating correctly.

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What To DO and DON'T Do When Qualifying Potential Tenants For An Available Unit

DO	DON'T
<ul style="list-style-type: none"> • Use the SHRA affordability calculator to ensure that the unit's rent and utilities are affordable and approvable for the tenant. • Use written selection criteria. • Do thoroughly screen potential tenants to ensure they meet your standards as allowed by state, local, and Fair Housing law. • Only consider occupants listed in household on calculation summary. 	<ul style="list-style-type: none"> • Don't automatically refuse housing choice vouchers. (This may be a fair housing violation.) • Don't use an income standard based on the entire amount of rent. Use tenant's portion of rent instead. (See Civil Code 12955(o)) • Don't rely on SHRA to screen tenants. • Don't use any selection criteria that may be discriminatory against a fair housing protected class of people.

Winter 2020 SHRA Housing Provider of the Quarter

Congratulations to Bal Soin, a proud SHRA housing provider for over 26 years. He was named SHRA's Housing Provider of the Quarter for Winter of 2020. Bal currently has 10 HCV properties with mostly long term tenants, and has changed the lives of dozens of HCV families over the years.

Bal is an enthusiastic advocate for the Housing Choice Voucher program. He feels that it is the best program for landlords and the community because it requires accountability from the tenant for contributing toward their housing costs. Bal references voucher holders he has rented to who have initially had zero income and over time they became self-sufficient and able to pay rent without HCV assistance.

Bal has been very successful filling units with positive word of mouth and because of his positive relationships with tenants. His tenants tend to stay for years. When a tenant noticed him in front of a property with SHRA staff, they immediately exclaimed that Bal is great. Bal appreciates his responsible tenants and makes a commitment to make sure they always have a place to call home. "As long as you are a good tenant, pay your rent, keep the place clean, you will always have a property."

According to Owner Services Housing Program Technician-Shannon, "Bal has always been patient and flexible during the lease up and rent increase processes. We need to celebrate and recognize owners that continually want to help us house families."



Top: Interim SHRA Director, Housing Choice Voucher Program- Tanya Tran, Housing Program Technician- Shannon, Housing Provider Bal Soin and Owner Services Supervisor Cecilia Gibson.
Below: Bal Soin in front of one of his rental homes.



Successful Re-housing Through Teamwork (Cont.)

always have to deal directly with the tenant. They get the help of the housing team. Housing providers love that. We do inspections and hold the tenants accountable. We get them the resources to fix issues. We also let the tenants know what the consequences will be if there are future issues or needed repairs.”

Elizabeth is passionate about her work. “My landlords mean something to me. I will not lose my landlords. I will make sure that I intervene. If something needs to be taken care of, I will be on it right away.” The landlords working with Next Move appreciate how responsive her program is.

Many of the organizations that provide case management for Shelter Plus Care and other voucher programs have similar services that they provide to housing providers. They also may offer tenant responsibility training, security deposit assistance, assistance with move-in/move-out processes, and landlord incentives. Contact April Overlie, Landlord Liaison at (916) 449-6330 for help connecting you with case management agencies.

On April 22nd, Next Move will host a landlord appreciation event which will be open to new interested housing providers. To learn more about the Omega Shelter Plus Care program at Next Move, contact Housing Specialist Elizabeth Villasenor at (916) 395-9000 ext. 291.

SHRA’s Housing Provider Handbook Now Available Online



SHRA has developed a handbook to assist with better understanding our policies, procedures, and the HCV program. Housing providers will be able to find information and tips on everything from filling out paperwork to submitting a rent increase.

You can find the handbook at:

www.shra.org/housingproviderhandbook

Contact Us



For Questions or Issues:

Current HCV Landlords call: (916) 440-1390

New Landlords call: (916) 449-6330

Landlord Portal:

<https://portal.shra.org/landlord>

Visit our website: www.SHRA.org

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