Creating Moves to Opportunity (CMTO) Pilot: Practitioner Webinar on Seattle/King County CMTO Program Services

9.17.2020
Webinar Panel

- Jodell Speer, *Seattle Housing Authority*
- Jenny Le, *King County Housing Authority*
- Sarah Birkebak, *Family Navigator InterIm CDA*
- Renae Figueira, *Family Navigator InterIm CDA*
- Meghan Poree, *Housing Navigator InterIm CDA*
- Kamela Lyons, *Housing Navigator InterIm CDA*
CMTO Services Webinar Agenda

10:00 – 10:05: Welcome
10:05 – 10:20: PHA Collaboration and Operations
10:20 – 10:30: Family Navigator Services
10:30 – 10:40: Housing Navigator Service
10:40 – 11:00: Questions and Answers
PHA Collaboration and Operations for a Mobility Program
# CMTO Multi-Phase Project

## Pre-Design Phase
**Dec 2015 - Dec 2016**
- Partnerships, framework, funding

## Design Phase
**Jan 2017 - Mar 2018**
- Planning, *design*, and pilot testing

## Phase I
**Apr 2018 - Jun 2019**
- Randomized test of *bundled* intervention strategies.

## Phase II
**Jul 2019 - Oct 2020**
- Randomized test of bundled and *isolated* intervention strategies.

## Outputs
**Pre-Design Phase**
- Partnership with Academic team
- PHA commitment
- Program framework
- Funding for services and financial incentives

**Design Phase**
- Opportunity maps
- Intervention design & documentation
- Housing locator selection & training
- Policies and procedures to enable pilot

**Phase I**
- Understand effects of a suite of services on move outcomes
- Documented and shared learning
- Inform design of Phase II

**Phase II**
- Understand effects of streamlined and scalable strategies and bundled
- Documented and shared learning, incl. persistence from Phase I
- Inform future PHA practices and investments
Commitment to Opportunity Wherever Families Live

Place-based Investments

Geographic Choice

PHA Purchasing Programs
PHA ‘Priming’ Policies and Conditions for CMTO

• Long-term Organizational Focus on Geographic Choice and Opportunity
• Focus on broadening PHAs’ role as Social Impact Organizations
• Precedent for engaging in Research and Evaluation for Continuous Improvement
• Shifts toward Variable Payment Standards
• Prior KCHA-SHA Collaboration (for Policy and Operations work)
CMTO Project Org Chart

**Sponsors**
- PHA Executive Directors
- Academic Team
  - Opportunity Insights (Harvard), Johns Hopkins University, Columbia University, MIT

**Project Leadership**
- SHA Policy Director
- KCHA Research & Policy Director
- J-PAL NA Project Manager
- MDRC
- SHA Policy Team
- KCHA Policy & Research Team
- SHA HCV Team
- KCHA HCV Team
- SHA Housing Counselor*
- KCHA Housing Counselor*
- Interim CDA*
  - 0.5 Manager
  - 2 Family Navigators
  - 2 Housing Navigators
  - 1 Admin Support

**Core Team**
*Grant Funded Positions*
CMTO Service Trajectory: PHA Touchpoints

Because of variations in the voucher issuance timeline at each PHA, the extent to which services were provide pre vs. post issuance varied by PHA.

- **Family Contacted**
  - Family receives letter & call from PHA, notified of selection from waitlist, schedule intake appointment

- **Intake Appointment**
  - Family meets with PHA Housing Counselor, receives CMTO pitch and if consents, randomly assigned

- **InterimCDA Outreach**
  - Assigned Family Navigator reaches out to family to schedule first meeting

- **InterimCDA**

- **Voucher Issued**
  - PHAs provide standard voucher issuance briefing plus CMTO-specific content

- **Unit Selected**
  - Family is approved by landlord for unit

- **Lease Signed**
  - PHA

- **Up to 120 days**
  - (more if given extension)

- **30-60 days**
  - (SHA)

- **14 days**
  - (KCHA)

- **Enhanced Briefing**
  - PHAs provide standard voucher issuance briefing plus CMTO-specific content

- **Ongoing PHA Services**
  - PHA continues services for families and landlords consistent with standard HCV operations

- **Family Milestone**

- **14 days**
Lessons on Family Navigator Services
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- **Family Navigator Meetings**
  - Families meet with their Navigator, focusing on rental application coaching and opportunity area education, including neighborhood tours

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- **Post-Lease Support**
  - Family Navigators provide two weeks of support to families after they move into their new home

- **Ongoing PHA Services**
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Navigator Meetings
- Families continue to meet with Navigators as needed, focusing on housing search

Lease Up
- Family works with Housing Navigator to fill out needed paperwork, receive flexible financial assistance if needed

Lease Signed

Post-Lease Support
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Questions and Answers
For more information and resources: 
www.opportunityinsights.org/paper/cmto/

For follow-up questions: 
Sebi Devlin-Foltz 
sdevlinfoltz@opportunityinsights.org