

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

Outputs

- Partnership with Academic team
- PHA commitment
- Program framework
- Funding for services and financial incentives

Design Phase

Jan 2017 - Mar 2018

Planning, *design*, and pilot testing

Outputs

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

Phase I

Apr 2018 - Jun 2019

Randomized test of *bundled* intervention strategies.

Outputs

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

Phase II

Jul 2019 - Oct 2020

Randomized test of bundled and *isolated* intervention strategies.

Outputs

- 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

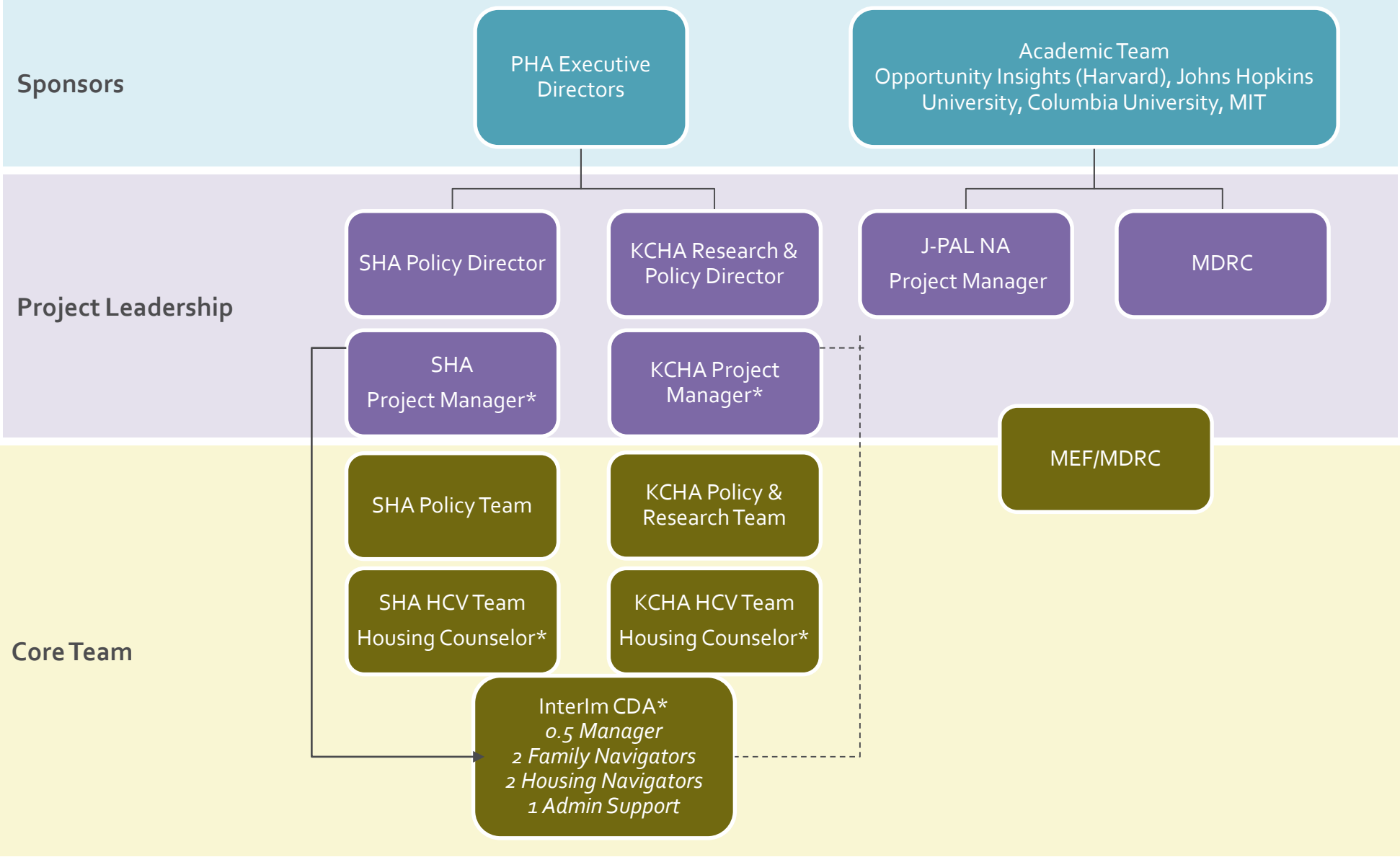
Geographic
Choice



PHA '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)

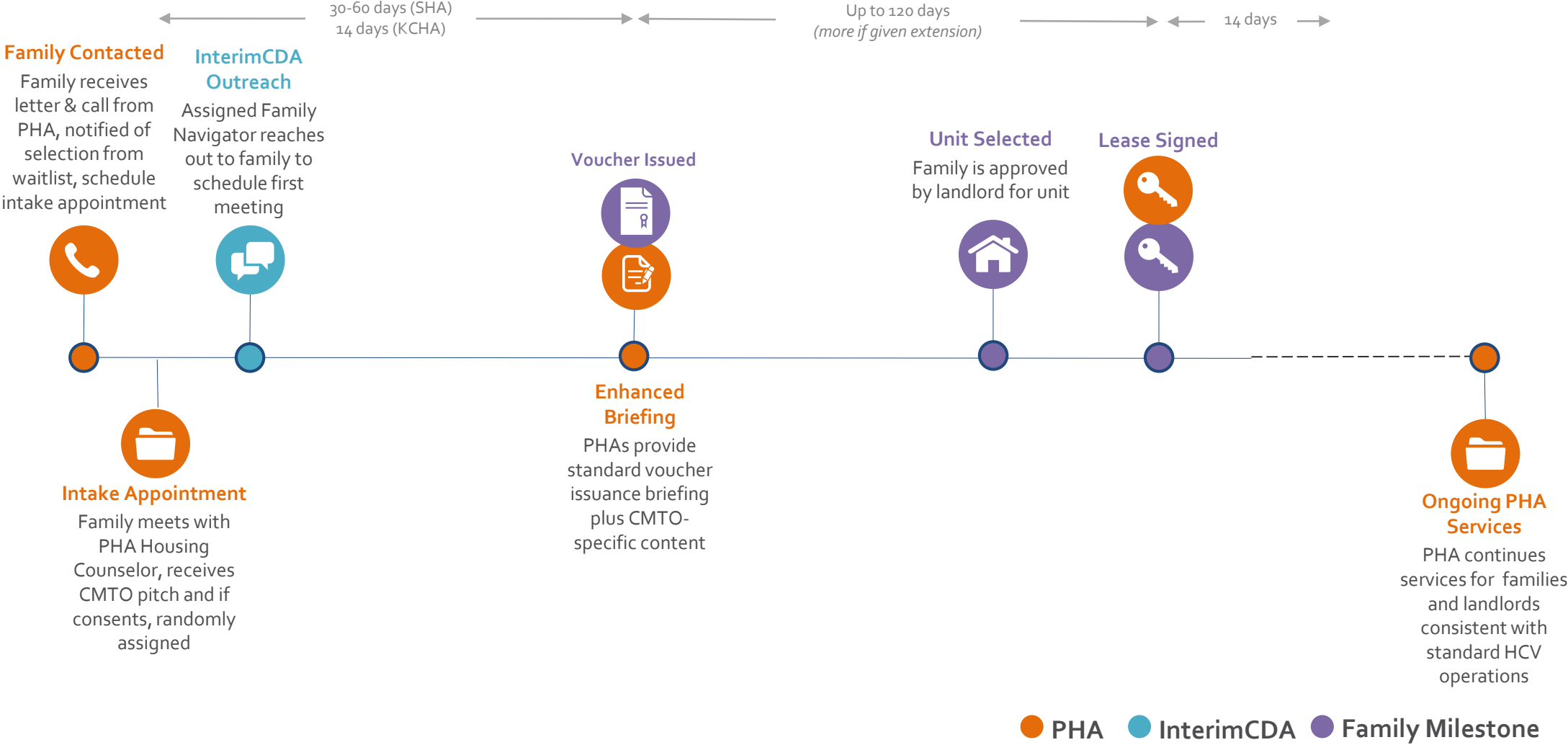
CMTO Project Org Chart



*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



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



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



Voucher Issued



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

Unit Selected
Family is approved by landlord for unit



Lease Signed



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

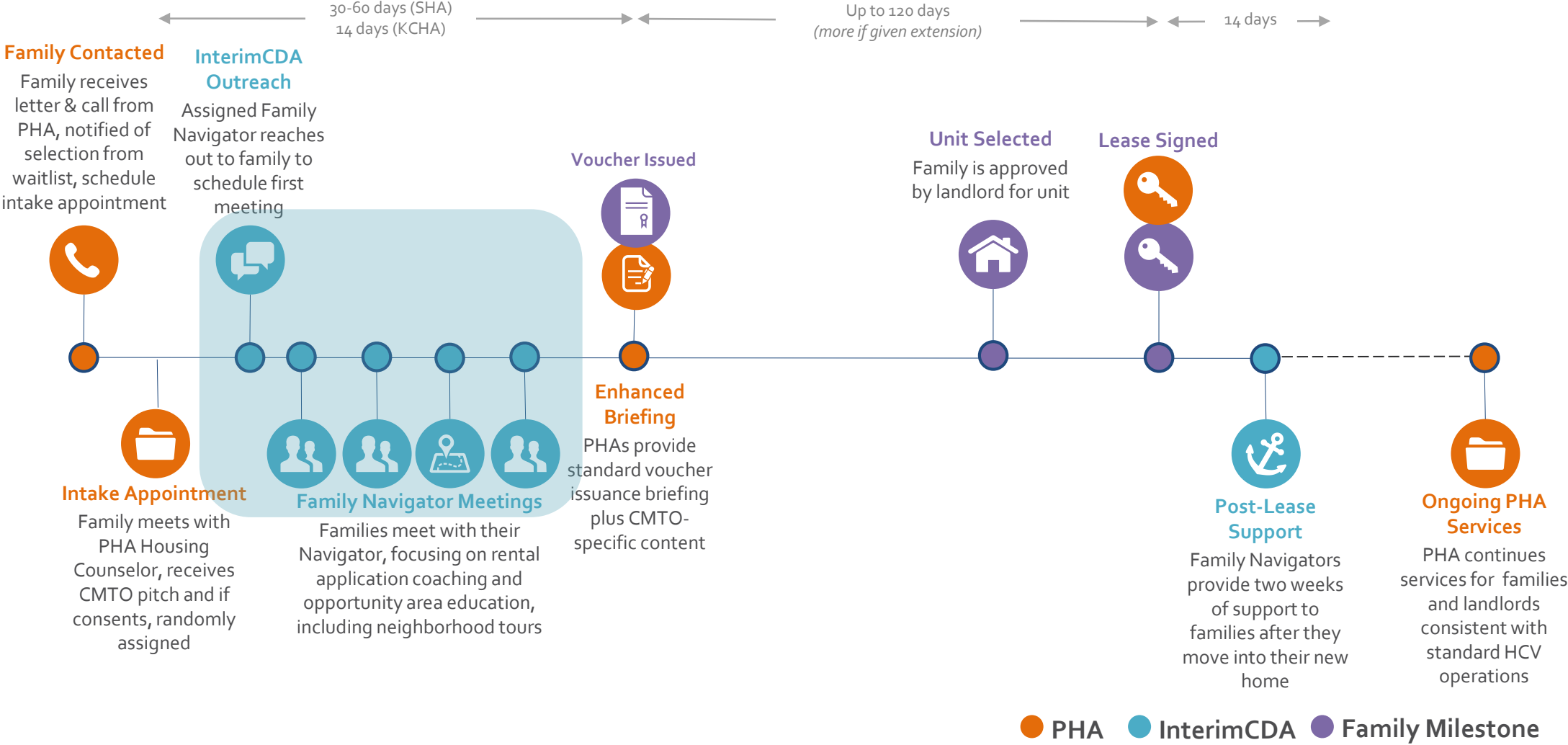


Lessons on Family Navigator Services



CMTO Service Trajectory: Family Navigator Services

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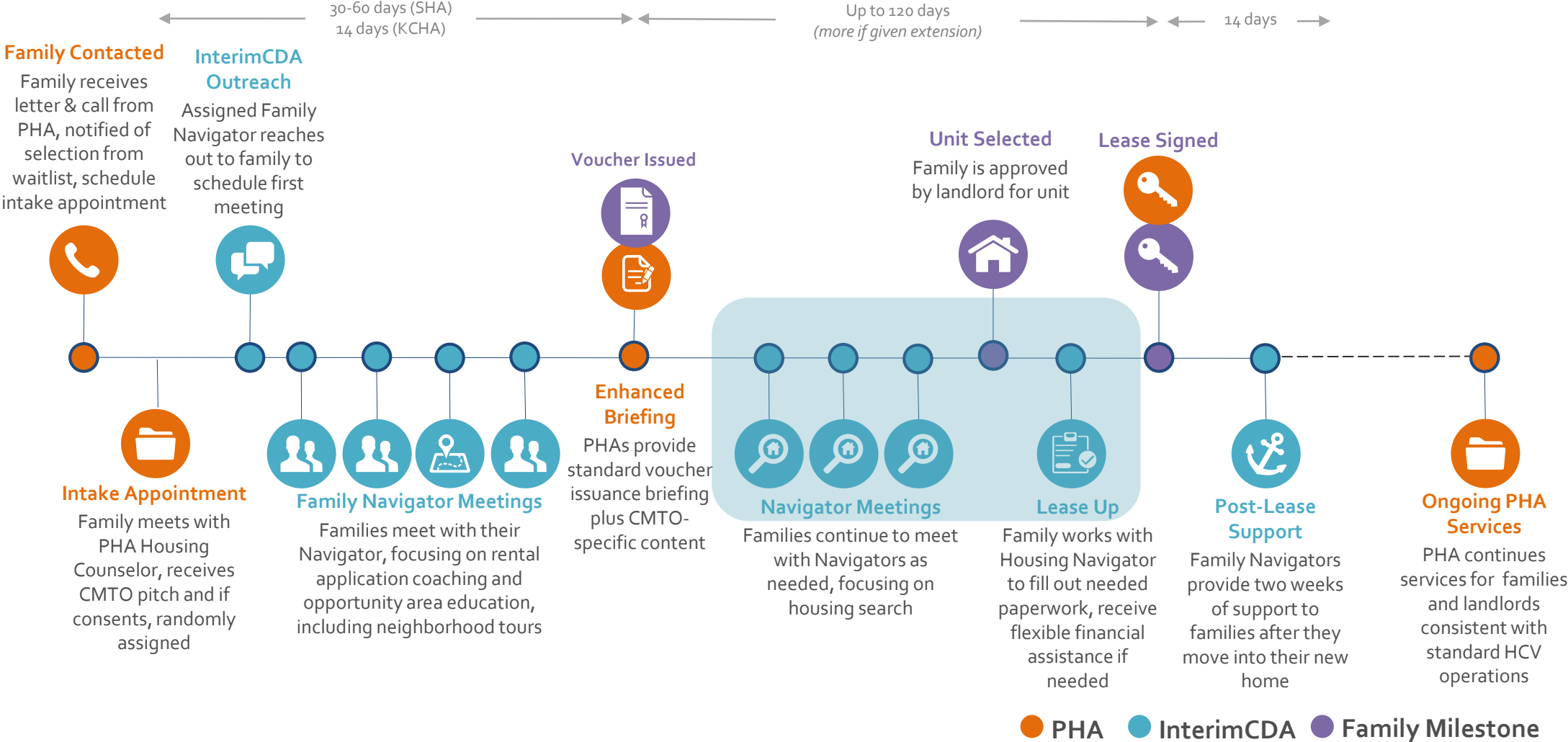


Lessons on Housing Navigator Services



CMTO Service Trajectory: Housing Navigator Services

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.



Questions and Answers





For more information and resources:

www.opportunityinsights.org/paper/cmto/

For follow-up questions:

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