

Item #4
REACH
Recommendations

April 24, 2025





Background



- Informational briefing on source of income protections to PCDC April 25th, 2024
- Public comment on voucher mandates:
 - Request from community groups for protections for veterans
 - Concern from housing providers about voucher programs

Rental Engagement & Assistance to Connect with Housing (REACH) Initiative

What:

Working group convened at PCDC's request to develop & implement process improvements for better utilization of medium- or long-term rental assistance, like vouchers.

Who:

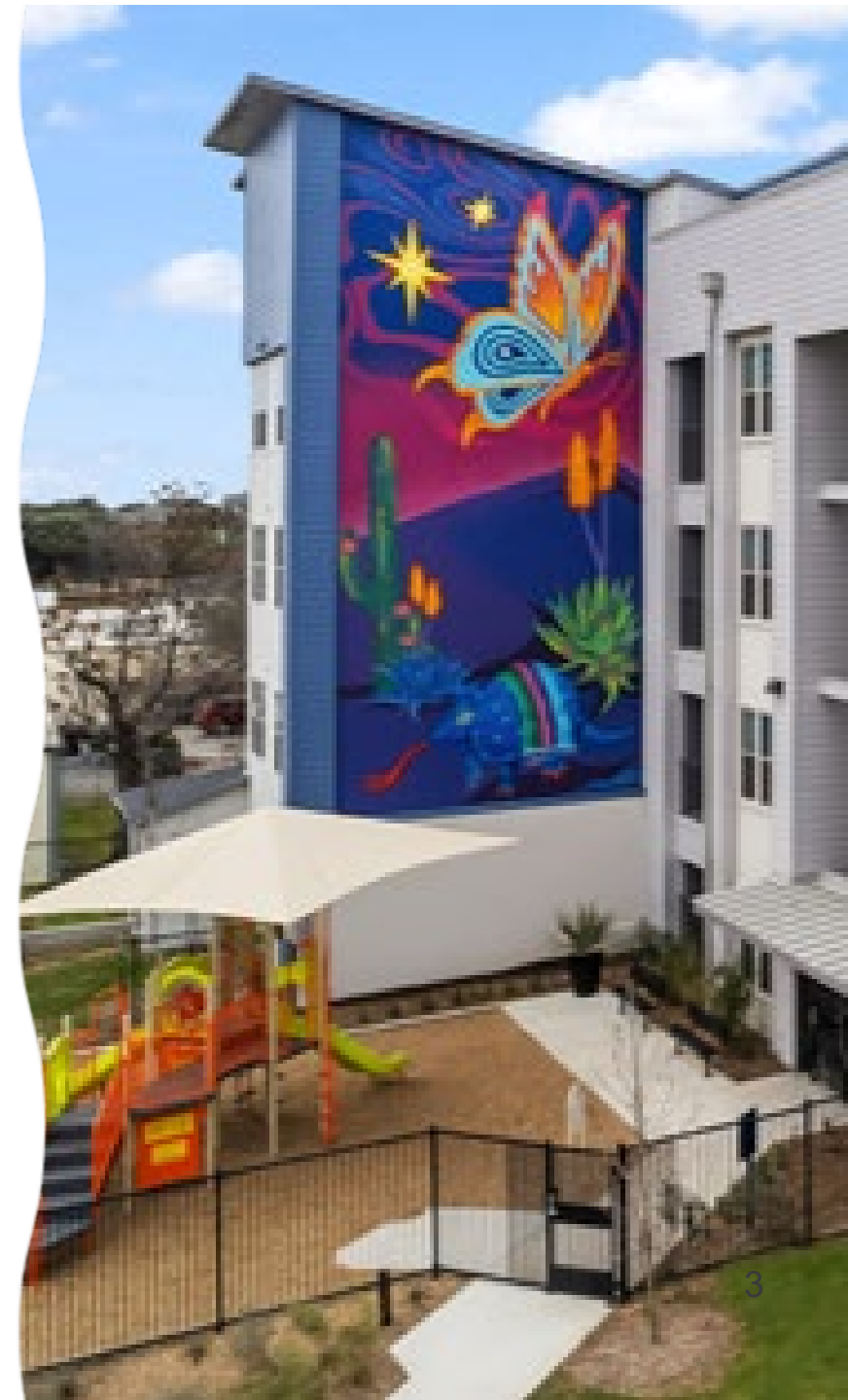
Property managers & owners, housing authorities, veteran's & tenant advocates, Close to Home, NHSD & HUD staff.

Deliverable:

9 recommendations,
finalized in October 2024.



**NEIGHBORHOOD &
HOUSING SERVICES**



Participants

Steering Committee



Other Participants

- Renter's Solutions Subcommittee of Housing Commission
- Veteran's Affairs
- SACRD
- Centro
- Haven for Hope
- SAMMinistries
- American GI Forum
- Military & Veterans Affairs
- Dept. of Human Services
- Merced Housing Texas
- Texas Housers
- LISC San Antonio



Challenges

- Voucher holders often spend months finding an apartment where their voucher is accepted
- Voucher programs come with additional inspections and paperwork, which adds uncompensated time
- Voucher payment processes can be problematic for property managers
- Some property owners and managers have negative perceptions of voucher holders

Timeline

Summer 2024

- Steering committee formed
- Draft initial recommendations
- Workshop with large stakeholder meeting

Fall 2024

- Working groups refine & prioritize recommendations
- Finalize recommendations
- Housing Commission review & recommendation

Spring 2025

- Steering committee quarterly check in
- PCDC briefing



REACH Recommendations



Complete

- Require listings in the Multiple Listing Service (MLS) to indicate if they accept vouchers
- Align Public Housing Authorities & housing provider accounting processes
 - *Also exploring an exception to commingling regulations for vouchers (in progress)*

In Progress

Incentives + Inspection Improvements

- Develop incentives for households connected to homelessness service providers
- Improve the inspection process including pre-inspections and financial incentives

Enhanced User Experience

- Create a consistent Public Housing Authority experience for housing providers
- Streamline onboarding processes for housing providers & participants
- Develop a centralized database with owner-support staff

Communications & Messaging

- Develop communication resources to reframe voucher tenant perception
- Hold focus groups with voucher tenants to understand the impact these recommendations have

Housing Commission



Supported all nine REACH recommendations

Also supportive of exploring source of income protections for voucher holders who are veterans.

Related Legislative Items

- **HB 714 (Walle)** creates a TDHCA-funded tenant readiness/ landlord incentive program
- **HB 1608 (Garcia)** on a land banking program for low-income veterans
- **HB 411 (Rosenthal)** repeals prohibitions on municipal source of income protections
- **HB 697 (Walle)** adds people with disabilities and people age 62 or older to the populations for whom municipalities can adopt source of income protections
- **HB 617 (Lopez)** adds veterans as a protected class from housing discrimination. Does not implement source of income protections for veterans.



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