

# Milwaukee County DHHS – Housing Services

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## Presenters:

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MILWAUKEE COUNTY  
**DEPARTMENT OF  
HEALTH & HUMAN  
SERVICES**

# Housing Services Overview

## Housing Services Overview

- Housing –Focused Street Outreach
  - Homeless outreach services and housing triage are provided while on the street. Along with rapport building, and basic supplies, housing focused assessments are part of the initial conversation
  - Current street outreach coverage: 8am-9am M-F. Both daytime, and second shift outreach teams. Weekly late-night shift; 10pm-2am and early morning; 5am-9am
- Supportive Housing: Housing First, My Home, PBV, Keys to Independence, Rapid Rehousing
- Section 8
- CBDG/HOME
- Federal Rental Assistance/Eviction Prevention
- Energy Assistance
- Real Estate/Development
- Quality Assurance and Strategy



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES  
**HOUSING  
SERVICES**

# Wisconsin Home Energy Assistance Program

## Energy Assistance Overview

- The Energy Assistance Program provides qualified Milwaukee County residents with a one-time , annual payment toward heating and electric billing during the heating season (October 1-May 15).
- The funding pays a portion of energy cost determined by **household size**, **income** and **energy cost**.
- In most cases the benefit is paid directly to the energy supplier.
- When you qualify for energy assistance, you can also access additional services such as
  - Weatherization Program
  - Furnace Repair Program
  - Crisis Services



# RECEIVING ENERGY ASSISTANCE IS AS EASY AS 1-2-3!

1

**SEE IF YOU QUALIFY!**

## 2021 - 2022 HOME ENERGY INCOME GUIDELINES

HOUSEHOLD SIZE	ONE MONTH INCOME	ANNUAL INCOME
1	\$2,591.92	\$31,103
2	\$3,389.42	\$40,673
3	\$4,186.92	\$50,243
4	\$4,984.42	\$59,813
5	\$5,781.92	\$69,383
6	\$6,579.42	\$78,953
7	\$6,729.00	\$80,748
8	\$6,878.50	\$82,542

THE HOME ENERGY + PROGRAM USES A PREVIOUS ONE-MONTH INCOME TEST WHICH IS ANNUALIZED TO DETERMINE PROGRAM INCOME ELIGIBILITY. INCOME FOR PEOPLE WHO ARE SELF-EMPLOYED, FARMERS OR SEASONAL WORKERS IS BASED ON FEDERAL INCOME TAX FORMS FOR THE PREVIOUS YEAR.

2

**MAKE AN APPOINTMENT**

or complete your application online!



**Apply between October 1 - May 15**



**Visit [KEEPWARMKE.ORG](https://keepwarmmke.org)**

**OR**



**Call 270-4-MKE (4653)**

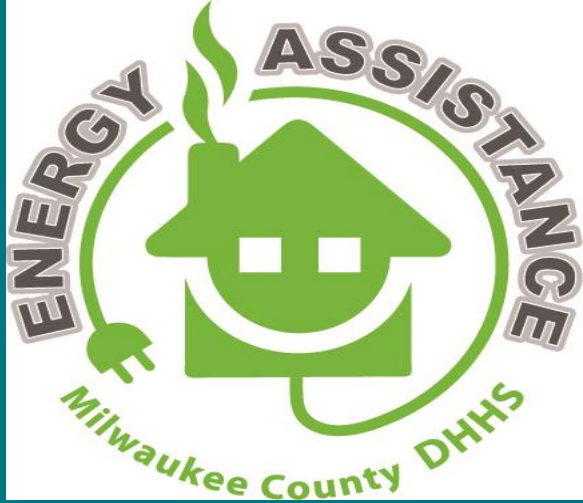
**Dial 2-1-1 for after-hours help.**

3

**DUE TO COVID-19, ALL APPOINTMENTS ARE BEING CONDUCTED BY PHONE.**

(A team member will call you at your scheduled appointment time to process your application.)





# Additional Services

## WEATHERIZATION PROGRAM

This program helps households with an excessive energy burden. Weatherization agencies assess your home for ways that can easily reduce your energy use, and might even save you money. Services differ with each home, depending on its construction and condition. Common services include:

- Insulating attics, walls and floors
- Reducing air leakage
- Installing energy-efficient lighting and thermostats
- Money-saving tips on maintenance and energy conservation



## FURNACE REPAIR - REPLACEMENT



If your furnace or boiler stops working, Emergency Heating System Assistance can help homeowners and some renters!\* We cover costs for repairs provided thru the program. You may even qualify for a replacement! (\*You and your landlord must qualify for WHEAP. 2 to 4-unit dwellings must be owner-occupied.) Dial 2-1-1 for Furnace assistance, 24/7/365.



# Emergency Rental Assistance

## Who is Eligible for ERA Rental Assistance?

Main applicant/tenant is a Lease holder

Milwaukee County Resident

One or more individuals within the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship directly or indirectly to the COVID-19 outbreak

Risk of homelessness/housing instability

Income is 80 percent or less of their county's median income

# ERA

## What can ERA Cover?

Rental Assistance: Up to 12 months of rental arrearages and/or rental assistance, plus an additional 3 months if the extra months are determined to be needed (15 month maximum). **Only arrears starting March 13, 2020 are eligible**

Utilities covered by the landlord within the rent will be treated as rent

Utility and home energy costs: separately-stated charges related to the occupancy of the tenant i.e. property electricity, gas, water and sewer, trash removal and energy costs such as fuel oil. **Applicants must apply for energy assistance through the Home Energy Plus Program first.**

## Emergency Rental Assistance

### How can tenants apply?

#### Online Application

Tenants can apply online:  
<https://webportalapp.com/sp/communityadvocates-application>

#### Landlord Inquiry (for tenants needing additional assistance)

Landlords can submit online:

[communityadvocates-applicationlandlords\(webportalapp.com\)](https://webportalapp.com/sp/communityadvocates-applicationlandlords(webportalapp.com))

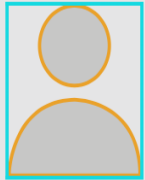
Landlords can contact Landlord Liaison, Falon Smith, if there is a preference to send a larger list:  
[Fsmith@communityadvocates.net](mailto:Fsmith@communityadvocates.net)

#### Hard Copy Application

Tenants can pick up and drop off an application at 728 N. James Lovell street

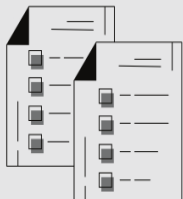


# RENT ASSISTANCE APPLICATION STEPS



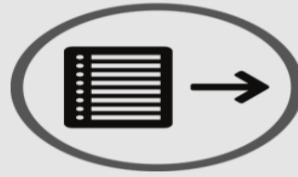
## 1 CREATE A PROFILE

Create a profile at [www.communityadvocates.net/what-we-do/rent-assistance.html](http://www.communityadvocates.net/what-we-do/rent-assistance.html). Your profile will be unique to you. Once it is created you can log on with your email and password to edit and save your application and to check its status at any time.



## 2 COMPLETE THE APPLICATION

The main page of the application asks for information about you and your household, rental unit, income loss and income sources. If you indicate that other adults or children are living in the household, you will be asked to complete a demographic and income information section for all household members.



3

## SUBMIT

Once the application and required documentation are completed you will be prompted to submit the application. Once you have submitted, you will receive an email confirmation immediately.



4

## LANDLORD REQUEST

Once your application is submitted, your landlord will receive an email notifying them that the request was made and asking for proof of residency and arrears confirmation.



5

## HOUSING ADVOCATE REVIEW

One of our Housing Advocates will be assigned to review your application. They will reach out to you by your preferred means of contact to request additional information as needed. Additional documentation may be required for specific funding sources. If you are eligible, your landlord will be asked to complete a landlord agreement. You can always check on your application status by logging into your online portal.



6

## DECISION NOTICE

If your rent assistance application is approved, you will receive an email confirmation. A rent assistance check will be sent to your landlord. If you are not eligible for Rent Assistance through Community Advocates, you will be notified of the reason why and referred to a different source.



# Homeless Outreach + Supportive Housing



**Move In**

**Support**



**Recovery**



**Independence**



**Move On**

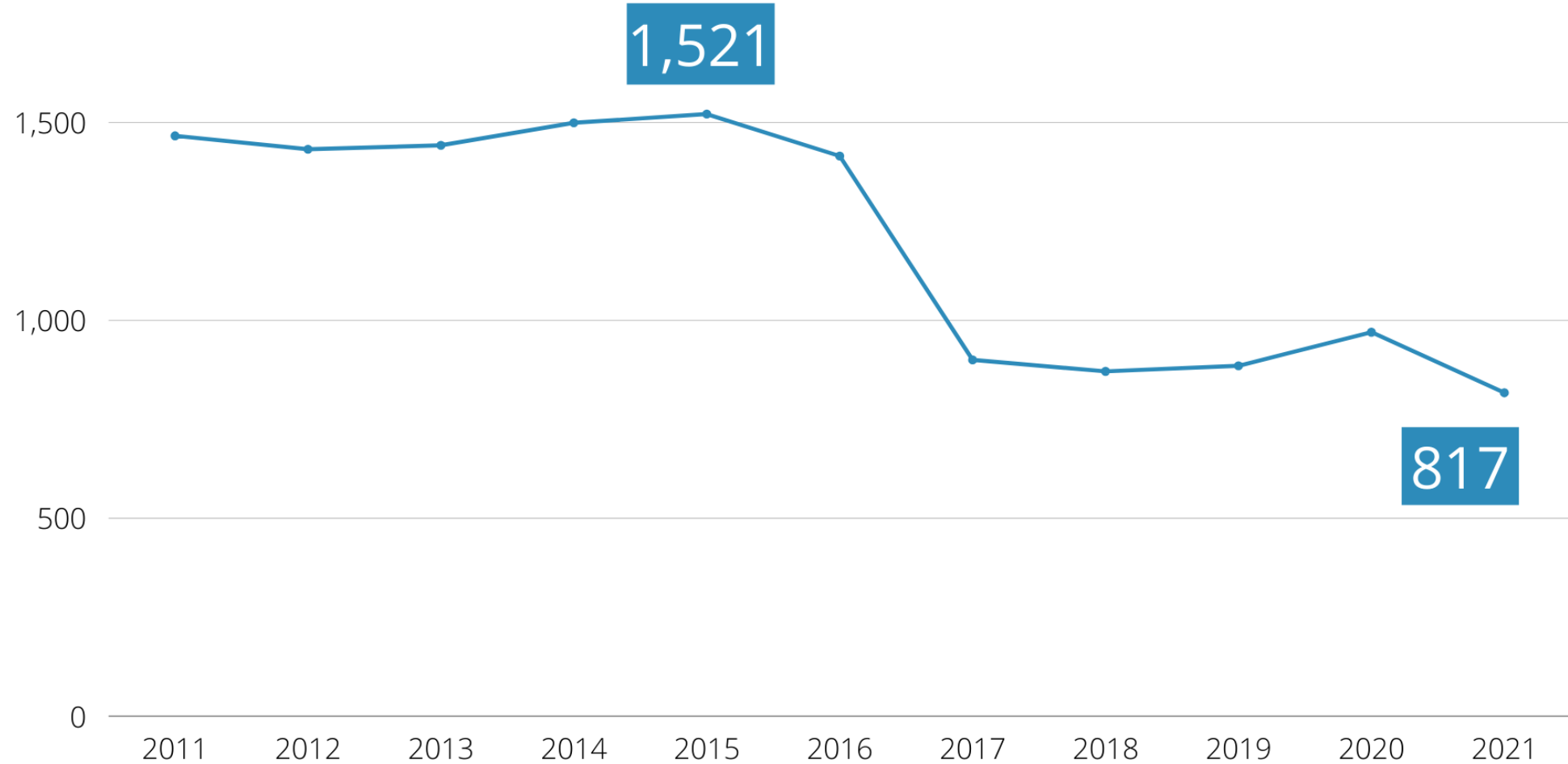
We connect Milwaukeeans experiencing homelessness with the help they need.

Housing Ends Homelessness.

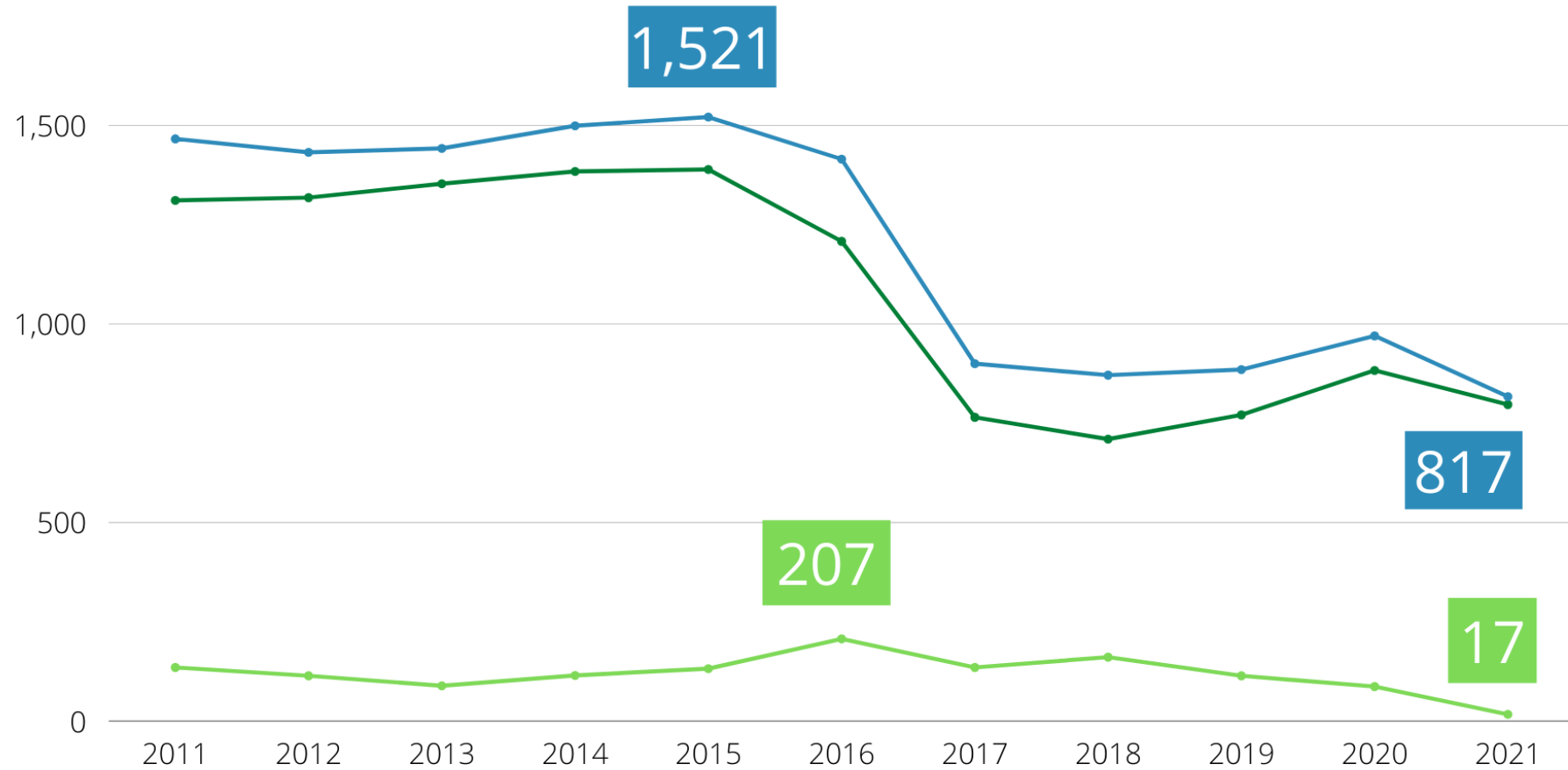
Social workers visit our formerly homeless residents at their apartments  
to provide support in their recovery.

Our residents rest, recover, and work toward independence.

## Total Homeless Population of Milwaukee County



## Total Homeless Population - Sheltered and Street



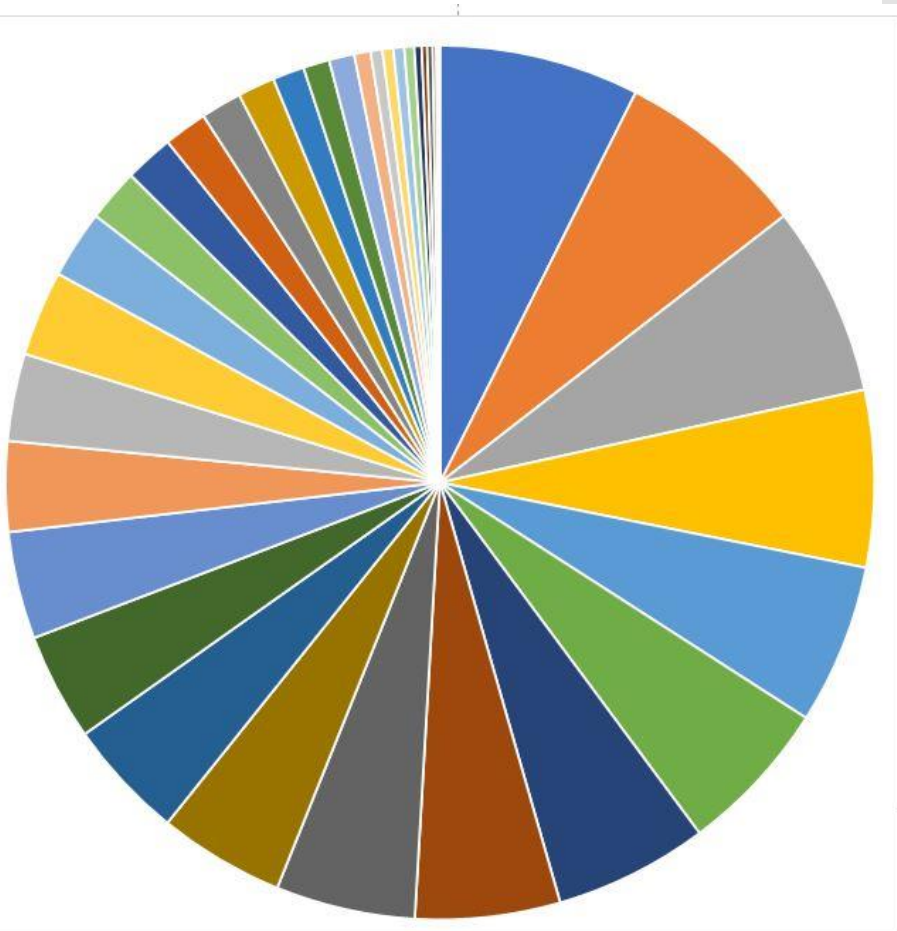
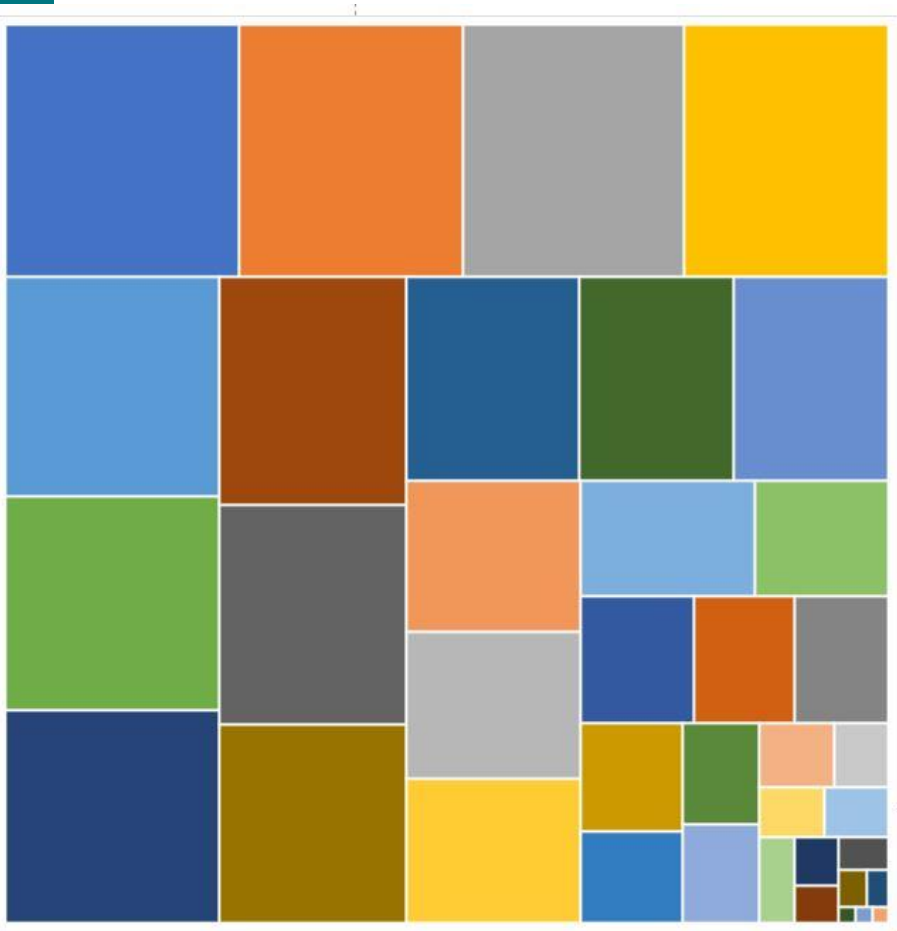
Housing Services Overview

- Anti-Segregation Policies & Practices

# Zip Code Distribution

## 2,971 Households

BROWN DEER , WI 53209	53209	221	7.44%
MILWAUKEE , WI 53208	53208	211	7.11%
MILW. WI 53204	53204	209	7.04%
MILLWAUKEE , WI 53215	53215	194	6.53%
MILW. WI 53216	53216	176	5.93%
MILWAUKEE , WI 53212	53212	171	5.76%
MILW. WI 53218	53218	170	5.73%
MILW. WI 53210	53210	160	5.39%
BROWN DEER , WI 53223	53223	154	5.19%
MILW. WI 53206	53206	139	4.68%
BROWN DEER , WI 53233	53233	132	4.45%
Milwaukee , WI 53219	53219	118	3.97%
MILW. WI 53225	53225	118	3.97%
GREENFIELD , WI 53221	53221	99	3.33%
BROWND EER , WI 53224	53224	96	3.23%
MILWAUKEE , WI 53214	53214	94	3.17%
MILW. WI 53202	53202	75	2.53%
MILWAUKEE , WI 53207	53207	58	1.95%
ST FRANCIS , WI 53235	53235	54	1.82%
WEST ALLIS , WI 53227	53227	48	1.62%
Milwaukee , WI 53222	53222	45	1.52%
GREENFIELD , WI 53220	53220	41	1.38%
Milwaukee , WI 53211	53211	35	1.18%
MILWAUKEE , WI 53205	53205	29	0.98%
CUDAHY , WI 53110	53110	28	0.94%
MILWAUKEE , WI 53213	53213	18	0.61%
FRANKLIN , WI 53132	53132	13	0.44%
OAK CREEK , WI 53154	53154	12	0.40%
GREENFIELD , WI 53228	53228	12	0.40%
SOUTH MILWAUKEE , WI 531	53172	11	0.37%
MILWAUKEE , WI 53203	53203	8	0.27%
GREENDALE , WI 53129	53129	6	0.20%
Hales Corners , WI 53130	53130	6	0.20%
GLENDAL E , WI 53217	53217	4	0.13%
WAUWATOSA , WI 53226	53226	3	0.10%
Milwaukee , WI 23233	53233	1	0.03%
MILWAUKEE , WI 53215	53215	1	0.03%
MILWAUKEE , WI 53151	53151	1	0.03%



## Racial Equity

<b>Milwaukee County Total Population</b>	<b>27% identify as Black / African American</b>
<b>Homeless Population</b>	<b>70% Black / African American</b>
<b>Eviction Prevention</b>	<b>86.6% BIPOC &amp; 76% Black / AA</b>
<b>Milwaukee County Rent Assistance Programs</b>	<b>76% Black / African American</b>
<b>Emergency Shelter (CoC)</b>	<b>73% Black / African American</b>
<b>Permanent Housing Placements (CoC)</b>	<b>73% Black / African American</b>



## Housing Options

# Housing for People with Mental Illness

- Section 8 TBV and PBV (Housing First TBRA, My Home, Keys to Independence, Pathways, Community Intervention Housing)
- Accessed via coordinated entry system
- Work closely with CE Team on warming room placements
- [Outreach@milwaukeecountywi.gov](mailto:Outreach@milwaukeecountywi.gov)
- [QAoutreachservices@milwaukeecountywi.gov](mailto:QAoutreachservices@milwaukeecountywi.gov)



## Opportunities to Expand Capacity

# Opportunities to Expand Capacity

- Current ARPA funding: Right to Counsel and Flex Fund programs: RTC; \$916 576 for 2021, and \$1.8 million for 2022. Flex Fund; \$1.5 Million
- Application to the State for Neighborhood Investment Funds
- ERA2 and state \$50 million reallocation
- Healthcare Partnerships – Expanding project with MHCP
- Upstart Kitchen



## Current Barriers

# Current Barriers in the System

- Need Heavier investment in affordable housing
- Expand voucher access beyond current qualifiers
- Additional funding for services to keep pace with expanded housing
- Focus on increased permanent housing intervention
- Concrete funding for ongoing services to support housing programs



## NIMBY Issues

# Addressing NIMBY Issues

- Housing is a human right
- Consistent communication and public meetings
- Develop rapport with alders and County supervisors
- Organize
- Share successes; both quantitative and qualitative



*Questions?*



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