Increasing Landlord Participation in Rental-Assistance Programs

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University of Minnesota
Building community-university partnerships for sustainability

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Scott County CDA- Housing Choice Voucher Program Evaluation Plan

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Acknowledgements

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Executive Summary

This evaluation seeks to analyze the motivations, challenges, and benefits of landlord participation, or lack thereof, in the Housing Choice Voucher program, also known as Section 8 Housing, in Scott County. Further, the evaluation aims to provide the Scott County Community Development Agency (CDA) with guidance to better conduct education and outreach activities to increase landlord participation in the program. Currently, the evaluation consists of interviews with three landlords: one who accepts vouchers; one who previously accepted vouchers but no longer does; and, one who has never accepted vouchers. A survey was developed based on these interviews which has been distributed to a limited number of landlords. Based on the results of the evaluation thus far, there are a number of recommendations for Scott County Community Development Agency including:

1. Conduct landlord surveys as they start and/or stop accepting Housing Choice Vouchers to better understanding the underlying motivations of landlords to start and stop accepting vouchers.

2. Improve lines of communication between the CDA, other governmental/nonprofit entities, and Scott County landlords to better target outreach and education activities on landlords not currently accepting Housing Choice Vouchers.

3. Expand services to include cultural competency education focusing on living in apartments, language appropriate material and translation services, and referral pathways for programs with overlapping eligibility, to better ensure HCV holders continue to find and access housing options.

The next step in the evaluation process will be to administer the survey to landlords throughout Scott County and analyze the responses. Based on the high value of the information collected through the interviews, it is also recommended that the evaluation continues to conduct landlord focus groups and interviews. One key factor to note: as the evaluation evolves with the collection of survey responses and the addition of more data, the recommendations for Scott County Community Development Agency may need reevaluation.

Object Description

Introduction

The Scott County Community Development Agency (CDA) is the local agency providing housing rental programs, homeownership programs, and economic development programs to the county. The Scott County CDA operates under the mission of “strengthening the communities of Scott County by providing affordable housing opportunities to low-income and moderate-income families, promoting economic development, and fostering coordination of public and private resources.” Within the Scott County CDA is the Housing Choice Voucher (HCV) Program, also known as Section 8 Housing, which is a tenant-based program where the rental subsidy moves with the client. Although this program is funded by the federal government through the U.S. Department of Housing and Urban Development, it is administered by local housing authorities or community development agencies, whose role is to provide services to help expand affordable and accessible housing to HCV recipients.

The Scott County Community Development Agency was created by an act of the Minnesota Legislature in 1974 (Chapter 473). There are five members of the CDA Board- one from each of the county districts.

Objectives/Goals

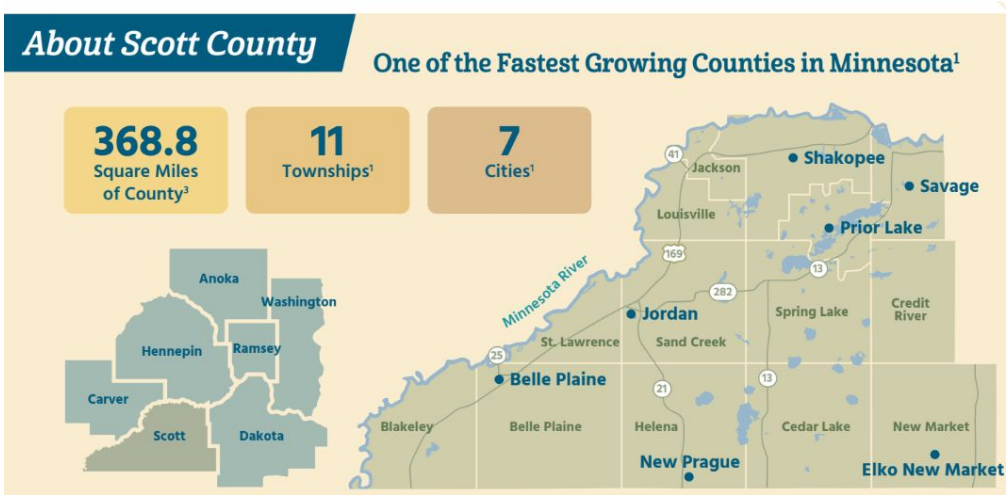
Scott County CDA’s HCV Program is committed to administering the U.S. Housing and Urban Development (HUD) agency’s initiatives with the goals of increasing fair housing and access to safe, affordable housing for low-income community members.

Setting

Since 2010, Scott County, by population, is the fastest growing county in Minnesota. It currently has a population of 142,436 residents. It is an increasingly diverse community, with almost 8% of residents born outside of the U.S. Broken down by race/ethnicity, Scott County is 82.9% Caucasian, 5.9% Asian, 2.9% African American, 4.7% Hispanic/Latino, 0.6% Native American, and 2.7% Other. Large companies like Amazon, Shutterfly, and Mystic Lake Casino operate within Scott County. It has a total number of 50,659 housing units.

The rapid population growth has translated into a lack of available and affordable housing units and an increase in cost-burdened individuals and families in the community. According to MN Compass, nearly 26% of Scott County households were considered cost-burdened between 2011-2015, meaning that they were paying 30% or more of their income for housing. Since 2000, renter households have seen greater than a 14% rise in monthly rent with only a 6% increase in median renter income (MN Housing Partnership). In addition, nearly half of all renters in Scott County are considered rent burdened.

The HCV Program waitlist has been closed since 2007 due to high demand and low supply of housing units, leading to a critically low vacancy rate in the county. The low vacancy rate and high demand for affordable housing is being seen across the entire state of Minnesota, making it difficult for families and individuals to find affordable places to live in Scott County and around the state. The ability to find affordable housing is nearly impossible among low-income populations, especially those whose housing is dependent on landlords who are willing to accept a housing choice voucher.



Program Staffing

The Scott County CDA Board of Commissioners consists of six members. The CDA currently has four full-time staff dedicated to supporting the operational aspects of the HCV. The Assistant Housing Director is responsible for overseeing the staff and operations of the program. In addition, there is also one full-time staff that manages the properties owned by the CDA, one full-time housing rehab coordinator responsible for coordinating work with contractors outside of the CDA, and two full-time, one part-time, project-based housing specialists/property managers. (See Figure 1 in Appendix for staffing diagram).

Program Participants

Affordable housing is available for approximately 500 individuals and/or families living in Scott County. Residents find housing in the private market and pay rent based on income, with the CDA administering subsidy dollars to fill in the gap. These programs serve households with incomes less than 50% of the Area Median Income (AMI). The CDA administers a Family Self-Sufficiency Program that enables HUD-assisted families to increase their earned income and reduce their dependence on welfare assistance and rental subsidies. Within the HCV program, approximately 150 landlords participate and accept vouchers in Scott County.

Activities

The HCV program in Scott County is administered by the Scott County CDA, the region's Public Housing Agency, in compliance with federal laws and HUD regulations. The CDA is involved in almost every step in the process, from accepting tenant applications to distributing money to landlords. This process involves multiple steps which include:

1. HUD distributing funds to Scott County CDA based on utilization rates for specific use in the HCV program;
2. Individuals and families applying for the vouchers at Scott County CDA;
3. Scott County CDA reviewing applications for eligibility;
4. Accepted applicants applying for housing at private, market-rate housing units with the help of the CDA;
5. Landlord screening tenants, and if approved, landlord filling out a Request for Tenancy Approval (RFTA) form which is returned to the CDA;
6. CDA processing the RFTA and confirming the rental unit adheres to the payment standards;
7. CDA inspecting the unit as it complies with the Housing Quality Standards;
8. Landlord providing a copy of the lease and the RFTA to the CDA;
9. Landlord signing a Housing Assistance Payment Contract with the CDA;
10. CDA making payments to landlords who have a contract with the organization;
11. And, CDA working with regional stakeholders to increase the number of landlords accepting HVCs.

One key variable in determining how many vouchers can be used in Scott County is the number of landlords who accept vouchers. Current outreach efforts to find additional landlords who accept HCVs falls largely to the voucher holders who are searching for housing on the private market. In other words, the voucher recipients usually make first contact with a landlord. After a landlord decides to accept a voucher, they then reach out to Scott County CDA, who provides material on the benefits of participating in the program (e.g. existing support systems, guaranteed money vouchers provided, etc.). Additional outreach efforts focus on maintaining contact with landlords already participating in the HCV program. In some instances, landlords stop accepting HCVs at the end of the contract term. The voucher recipient would then look for another housing unit on the private market to use the voucher. Scott County CDA provides support to voucher recipients who find themselves in this situation.

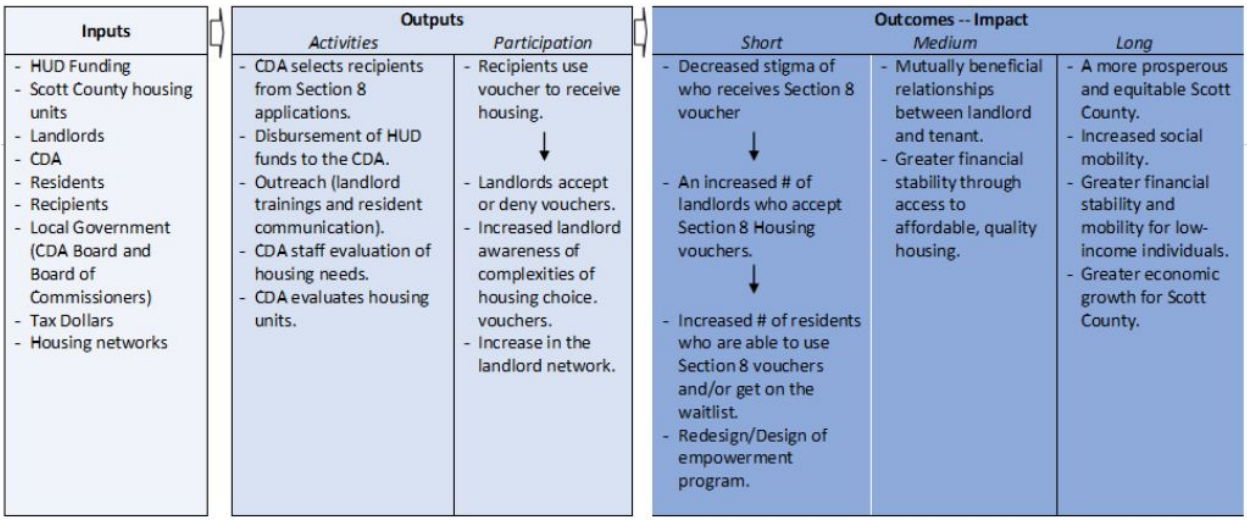
Budget

Scott County CDA secures the majority of its funding for HCVs from HUD. Each year during the annual appropriations process, the U.S. Congress determines the amount of funding provided to HUD for the HCV program. As such, the funding for the program varies slightly as political trends change. HUD then determines how much money each public housing authority or community development agency will receive. This determination is based on the evaluation of

each agency's voucher utilization ratio. This ratio represents the number of vouchers currently being used and the total number of vouchers funded. If the utilization rate of the vouchers drops below a certain percentage, then HUD will claw back some of the funding and the agency will have fewer vouchers to distribute. Additionally, the cost of administering the HCV program is not completely reimbursed through HUD funds. To make up for the gap in funding, Scott County CDA uses alternative income sources to cover program costs.

Logic Model

The intent of creating a logic model for the purpose of the evaluation is to create a visual tool that outlines the shared understanding of a program among staff, leaders, funders, and evaluators and makes connections of how the program's inputs and activities result in program outputs and outcomes. Using a shared framework that has been discussed by all stakeholders allows for greater alignment of evaluation activities and the overall goal of the program in addition to a more trusted end product.



Assumptions

- Section 8 Housing Vouchers go to "dangerous/unstable" people.
- Landlords are unwilling to participate in the program.
- There are enough landlords to provide housing for everyone who is eligible for vouchers.
- Problem with landlord participation is a lack of incentives or marketing (problem is framed wrong).
- Local government is against expanded Section 8 housing.

External Factors

- "Not in my Backyard" attitude
- Waiting list has been closed for over 10 years (since 2007)
- Racial disparities in housing (i.e. socioeconomic outcomes vary by race which impacts housing access)
- Zoning restrictions limit the amount of housing options in which multifamily housing can be built.
- High job vacancy rate
- Scott County is the fastest growing county in Minnesota by population.
- Only 141 out of around 800 landlords in Scott County accept Section 8 vouchers.
- Big business moving to Scott County (Shutterfly, Amazon, etc.)

Evaluation Design

Evaluation Context

Currently the Scott County CDA has not attempted to qualitatively evaluate landlord participation in the HCV program. Scott County CDA has done small appreciation events for landlords who are participating in the program and have had informal brainstorming conversations with these landlords about their participation, but as of yet, no impacts of the program have been concretely measured. There have been statewide reports published that address the challenges of the current rental market in Minnesota and the impacts that these challenges have on landlords and on affordable housing, however an individual report or evaluation focusing on Scott County has not been conducted.

Evaluation Purpose

The purpose of this evaluation is threefold. First is to discover the barriers that discourage rental property owners and landlords in Scott County from accepting HCVs. Second is identifying opportunities to correct misinformation or misperceptions of the program or the people who participate in the HCV program. And third is recommending solutions for marketing and engagement with landlords within Scott County. The initial evaluation work focused specifically on the Scott County CDA and their activities associated with landlord participation. Other strategies were also considered throughout the evaluation process to ensure the outcome of the evaluation focused on helping low income families access affordable housing in Scott County.

The CDA's goal is to use the information gathered by the evaluation team to improve retention among current property owners/landlords who participate in the HCV program and increase participation among those landlords who currently do not participate through a coordinated education and marketing campaign. As evaluations are meant to "inform thought and action" and "if action flows from evaluation findings" then the evaluation purpose is to provide the Scott County CDA staff with relevant and explanatory information to guide that action in the area of affordable housing.[1]

Central Evaluation Questions

The principal role of the evaluation questions is to focus on areas of a program that are currently at issue for key decision makers and stakeholders as well as to facilitate the development of a design for data collection that will provide meaningful information about how the program can be improved.[2] Using this guiding statement on effective evaluation questions, the following questions have been discussed and developed by student evaluators and Scott County CDA staff:

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[1] Michael Quinn Patton (2011). "Essentials of utilization-focused evaluation" p. 1-14.
[2] Rossi, P., Freeman, H., & Lipsey, M. (2003). *Evaluation: A Systematic Approach*. *Chapter 3, "Identifying Issues and Formulating Questions".* p.79-117

- For rental property owners and managers in Scott County who currently participate in the Section 8/ HCV program, what motivates them to participate? What if any challenges or issues has participation in the program created, and how have they addressed these issues?
- For rental property owners and managers who do not participate in the Section 8/ HCV program, what are the barriers or concerns, real or perceived, that discourage participation?
- For rental property owners and managers who used to participate in the HCV program but no longer do, why did they discontinue participation? What would need to happen for them to participate once again?
- What are strategies or best practices to educate and engage rental property owners/managers about the program, how it works, and the importance/benefits of the program to the people it serves?

Stakeholders

There are a variety of stakeholders involved in this evaluation. The Scott County CDA staff along with the evaluation team will serve as the core group responsible for designing this work. Other stakeholders that will play a pivotal role include rental property owners and managers, Scott County HCV clients, community members, nonprofit organizations, and local governments.

Evaluation Design

This evaluation has used a developmental approach. As we learned from the development of the evaluation, we incorporated that knowledge back into the design throughout the process. In order to develop the most effective evaluation we will be used a variety of different methods.

The two methods used were interviews and surveys. Surveys were one avenue for engagement and the survey questions were refined based on interviews and feedback from landlords as well as from Scott County CDA (Finalized survey can be found in the Appendix). This mixed method approach helped to gauge current Scott County CDA practices and their effectiveness in landlord participation, as well as helped to discover potential barriers to landlord participation. It also helped identify areas of opportunities for further engagement. The evaluation team sought to include a diverse group of landlords to strengthen the results of our analysis. As we designed the evaluation we worked to continuously engage stakeholders through various communication channels to ensure that we had accurate and honest representation from the stakeholders involved. The decision to use the mixed methods approach was chosen to best capture the motivations and rationale of landlord participation in the HCV program, as it allows for direct engagement and understanding with frontline workers. It also allows for more targeted

considerations of the most effective marketing and engagement strategies that Scott County CDA can employ.

Scope and Timing

The evaluation team's initial step was to work with Scott County CDA to develop survey questions and discuss potential timing and methods of survey distribution and collection. The exact scope and timing of the evaluation shifted due to when the evaluation team and Scott County CDA formalized the survey and when and how Scott County CDA felt it was appropriate to administer the survey. Ideally the Scott County CDA can use the survey in future evaluations to provide insight into how landlords opinions on the HCV program shift over time.

The initial timing to administer the survey did not fall within the time limits of the semester, however the evaluation team adjusted the end goals of the project in order to best gather valuable information on landlords and their motivations to participate or not participate in the HCV program.

Utilization of Design to Answer Evaluation Questions

Through the completion of the evaluation, Scott County CDA ideally will better understand landlord participation in the HCV program, and be able to answer the questions stated above. The evaluation will assist Scott County in tailoring their activities related to the HCV programs to increase landlord participation and ultimately provide more options for low-income households searching for affordable housing.

Data Collection

Data Collection Plan

Due to the adjusted timeline and scope of the project, the evaluation team designed the survey for Scott County to administer at a future date and instead conducted several interviews with landlords, both in and outside of Scott County. These interviews allowed for preliminary data collection regarding landlord participation in the HCV Program.

To conduct the interviews, Scott County CDA sent out an email to seven hand-selected landlords, all of whom accept HCVs, asking if they would be willing to participate in a focus group or one-on-one interview related to their participation in the program. A gift card was offered as an incentive for their participation. Three current HCV landlords stated they were interested in participating in a focus group or an interview and the evaluation team contacted them to participate. Only one landlord decided to participate in the interview, which was conducted by the evaluation team. The evaluation team additionally conducted two interviews with landlords outside of Scott County to garner additional perspectives on the motivations to participate in the HCV Program. Finally, the evaluation team used existing connections with ten landlords in Ramsey and Dakota County to receive feedback on the survey as well as their answers to the survey questions.

Results

Three in-person interviews were conducted with two landlords working in Scott County and one not in Scott County. The interviews provide three different narratives on landlord participation in accepting or not accepting housing choice vouchers, which are presented below.

Narrative 1: Accepts Vouchers

The first interview was with a property manager who oversees a 50+ unit complex in Shakopee and accepts Section 8 vouchers. The interview was structured by using the survey tool as a guide for questions. The interview focused mainly on the open ended questions and allowed for the property manager to provide detailed and complete responses and opinions. Based on the interview, key insights were gained including their perceptions of Scott County CDA and the benefits and challenges to accepting HCVs.

The property manager's opinion of their interactions with Scott County CDA could be described as a working relationship with some frustration and tension. They stated that most of the time participating in the Section 8 Program runs smoothly and the property manager can expect payments from the CDA to be on time every month. However, at times the property manager has felt a lack of support from the CDA when discussing non-finance issues concerning the HCV tenants. The property manager expressed their desire to see a better referral system in

place so that Scott County CDA staff would be prepared to refer tenants to other social programs when the need arises.

When asked about the benefits of participating in the HCV program, the property manager quickly had an answer ready: guaranteed payment that was on time. A little over 7% of the tenants in the building do not pay their rent on time. When looking solely at the HCV tenants this problem virtually disappears. Additionally the property manager vocalized that another benefit to providing HCV housing was a moral one. It was important for them and the property owner to provide people in need with housing. The property has a policy of reserving 20% of its units for HCV holders, but currently the rate of units rented out to HCV holders is roughly 27%. According to the manager, this is in part due to the owner's interest in increasing the share of apartments reserved for HCV holders. On the other hand, the manager views increasing HCV units beyond 20%, or 27%, to be risky. The manager believes in the moral action, however, they also believe that crime rates are directly correlated to the number of HCV tenants. One possible solution to address crime occurring on the property is to install video cameras, but this is an expensive fix that the property manager is hesitant to invest in.

There were also numerous challenges that the property manager discussed. First, HCV holders have a longer background check process. If landlords wish to participate they may have to forgo revenue while the process is finalized. Another challenge facing the property manager was language barriers. For example, many times the property manager has been unable to communicate with Somali tenants. From their point of view, there is little support for the language barriers that exist between HCV tenants and property managers/landlords. Ideally all forms, letters, and notices sent to HCV holders could be easily accessed in the appropriate regional languages. And, in the event a translator is needed, there would be one provided without the cost being passed on to the landlord.

Additionally, the property manager identified the wear and tear on the apartments as being a major challenge to accepting HCVs. Many HCV tenants on the property are Somali. And, because of the cultural differences between life in the U.S. and Somalia, many do not have experience using, or caring for, appliances or features such as stoves, linoleum floors, and toilets. The final challenge the property manager discussed was their perception of the increased crime rate. They believe since the increase in HCV tenants has increased from 20% to 27%, there has also been a corresponding increase in theft and instances of the police being called. They were quick to point out that they didn't have concrete evidence of this trend, but it was what they have observed.

Narrative 2: Does Not Accept Vouchers

The second interview was with a landlord who oversees a six unit complex in Dakota County. She has never participated in the Section 8 voucher program. The interview was structured by using the survey tool as a guide for questions. The interview focused mainly on the open ended

questions and allowed for the property manager to provide detailed and complete responses and opinions.

The landlord had basic knowledge of the Section 8 housing program which they had gained through conversation with other professionals in the real estate industry. The information they had in regards to the Section 8 program seemed to be based mostly on negative experiences from others in their network. The landlord mentioned they had never seen any literature, advertisement, or marketing for the Section 8 program. They had also never been contacted by any government agency to participate.

When asked if they had ever thought about participating the landlord explained that they had always been curious, however they never had a problem renting out units. They were more interested in what benefits they might receive for participating in the program. The landlord did acknowledge that they may be willing to accept Section 8 vouchers given more information on the program or more support. A concern identified by the landlord was stated, “If there is such a need for the service, why have I not been contacted yet?” The individual we interviewed had great concern about additional paperwork, and participating in the Section 8 program would require time they did not have.

When asked what they would need to participate in the Section 8 program, the landlord identified four main requirements:

- Collect higher rent than they are currently receiving from the tenants
- Damage to property would not increase
- Have access to assistance or troubleshooting problems with tenants (noise complaints, more people living in the units than allowed, etc.)
- Low turnover of tenants

When we discussed what they thought some of the challenges are to accepting Section 8 vouchers, the landlord explained they can only talk about what they had heard, and acknowledged that this was primarily negative experiences from other landlords. Other landlords have not reported that the program has been particularly beneficial for their business. Instead, the individual we interviewed reported that they had heard about lost revenue due to damages from tenants. They referenced one story of the tenants who cut holes in all the bedroom walls to create a shorter distance walk to the kitchen and bathrooms.

When asked what are the most important factors to you in choosing tenants, they responded that they employed a third party to complete background and reference checks. A key item they use to qualify tenants for renting is whether tenants have a car and how far they must commute to work. In most cases, the landlord reported, if they accept a person that works more than 20 minutes away and does not have their own transportation, it is usually only a matter of time before they lose their job and they cannot pay rent.

The final question, “Why do you think people are low-income and need Section 8,” elicited a personal response from the landlord we interviewed. They explained that trying to determine why people are low income is impossible and recounted her own hardships of growing up in foster care, working low-wage jobs, and spending time at a battered women’s shelter.

Narrative 3: Has Accepted Vouchers, But No Longer Does
The third interview was with a landlord who oversees two residential homes: a single family and a duplex. They participated in the Section 8 voucher program from 2001 until 2015. The interview was structured by using the survey tool as a guide for questions and focused mainly on the open ended questions and allowed for the property manager to provide detailed and complete responses and opinions.

The landlord seemed to have good knowledge of Section 8 and had previously worked with the Scott County CDA. They were referred to the program by a friend after experiencing high tenant turnover in their rental properties. When discussing the incentives of participating in the Section 8 program, they described them as limited but acknowledged the on-time rent payments through the program. When signing up, they expected the program to save time and make things more simple, only to find that participation added additional layers of paperwork and required more time.

Another benefit identified by this individual was the ability to do your part in helping people. However, the perceived burden of additional maintenance and repairs presents a drawback to participation, and a longer tenancy with renters who may be damaging the building or unit compounds the issue.

In referencing the challenges of participating in the program, the landlord described the program as, ‘draining,’ though they noted that this may be the nature of the business in general. Another challenge identified was the communication between tenants, the CDA, and the landlord, which created confusion around who to call and for what reasons.

When asked about the most important factors in choosing tenants, payment history, income to debt ratio, and the length of tenants’ current employment were identified. Criminal backgrounds were not a concern; He responded, “Believe it or not criminals pay their bills too.” This landlord reported good experience in renting to individuals with felony convictions.

Survey Results

The evaluation team emailed the survey to ten landlords within Ramsey
County and Dakota County. Five respondents provided feedback on the survey as well as answers to the survey questions. We acknowledge that this is a very small sample size; while data are not statistically significant, insight can still be gained through the information shared by survey respondents (See attached survey results in Appendix).

Limitations and Challenges

Limitations to Research Methods

Given the decision to use qualitative methods, there were limitations in our ability to answer the evaluation questions. The use of surveys and interviews present selection bias and do not necessarily capture a representative picture of the target group. The design of the survey process prevented provided no way for us to ensure landlords would take the surveys, and did not offer an opportunity to ask follow-up questions on their responses. Additionally there are generally low response rates when electronic surveys are administered with no incentive attached. As such, our evaluation interviewed and surveyed only landlords who had self-selected themselves and decided to participate. Further, interviews and surveys are difficult to code. Bias can come through the interviewer or survey creator as well as the space in which the interview or survey takes place. Participants also may behave differently (provide different answers) when answering questions via survey or interview. Due to the subjective nature of these qualitative methods, there is no way to confirm or check answers for truthfulness.

These methods provided a great descriptive analysis, however extrapolating the results depends on selecting a representative target group and that target group providing truthful answers. That said, the confidence of our evaluation can be increased with repetition. Our evaluation team's decision to create a survey in lieu of focusing solely on interviews, reflects our efforts to increase the quantity of responses and therefore the strength of our analysis.

Data Collection Limitations

One of the challenges of the data collection was the time constraints of the academic semester. In conversations with the Scott County CDA staff, it was decided that pushing out a survey within the bounds of the semester was not feasible. While the survey responses are likely advantageous for the Scott County CDA's overall goals of understanding landlord participation in the HCV Program, this constraint limited the depth of the study to a small amount of qualitative data. An additional challenge was connecting with Scott County landlords for interviews and focus groups.

Recommendations and Conclusion

From the preliminary results gathered, the next steps include Scott County CDA administering the survey to a broad group of Scott County landlords. Through the in person conversations and direct email outreach to landlords, there has been valuable initial data collected that the anonymous surveys may not capture. While the survey may give a larger data set, the evaluation team has found the in-person conversations extremely valuable to gaining a deeper understanding of participation in accepting vouchers. An additional next step is for Scott County CDA to continue interviewing landlords about their experiences. Using data from both interviews and surveys will strengthen the results of the evaluation and analysis.

In using the survey results and continuing focus groups and interviews, the Scott County CDA should be able to gain a better understanding of the perspectives of landlords regarding housing vouchers and develop clear strategies to improve landlord participation in the HCV Program. While the findings will be based on the data that is collected from the surveys, the following may be important areas of learning for the Scott County CDA:

- Use of incentives in the HCV Program
    - What types of incentives could be used for landlords who choose to accept the vouchers?
- Landlord perspectives on HCV tenants and the program itself
    - How does the stigma about who receives housing choice vouchers impact landlord participation?
- Rationale for participation in the HCV Program
    - Are the rationales in accepting the vouchers mainly economic? Or are their additional rationales to be considered?

Recommendations

Based on the results from the interviews and preliminary survey responses described above, there are several recommendations to suggest:

1. ***Conduct landlord surveys as they start and/or stop accepting Section 8 vouchers.*** By better understanding the underlying motivations of landlords to start and stop accepting vouchers, the CDA can tailor their service to address identified issues and increase/maintain landlord participation. This process will allow the CDA to continually monitor their performance from the vantage point of a landlord.
2. ***Improve lines of communication between the CDA, other governmental/nonprofit entities, and Scott County landlords.*** Develop relationships with organizations that work with or track landlords who do not accept HCVs. Focus outreach and education activities on landlords who currently don't accept HCVs.

3. ***Expand services to better ensure HCV holders continue to find and access housing.*** Provide cultural competency education to HCV holders when appropriate to help them adjust to living in an apartment and making use of its features/appliances. Provide language appropriate correspondence and when necessary, assist with translation. Establish referral pathways with programs with overlapping eligibility.

Appendix

Figure 1. Scott County Staffing Diagram

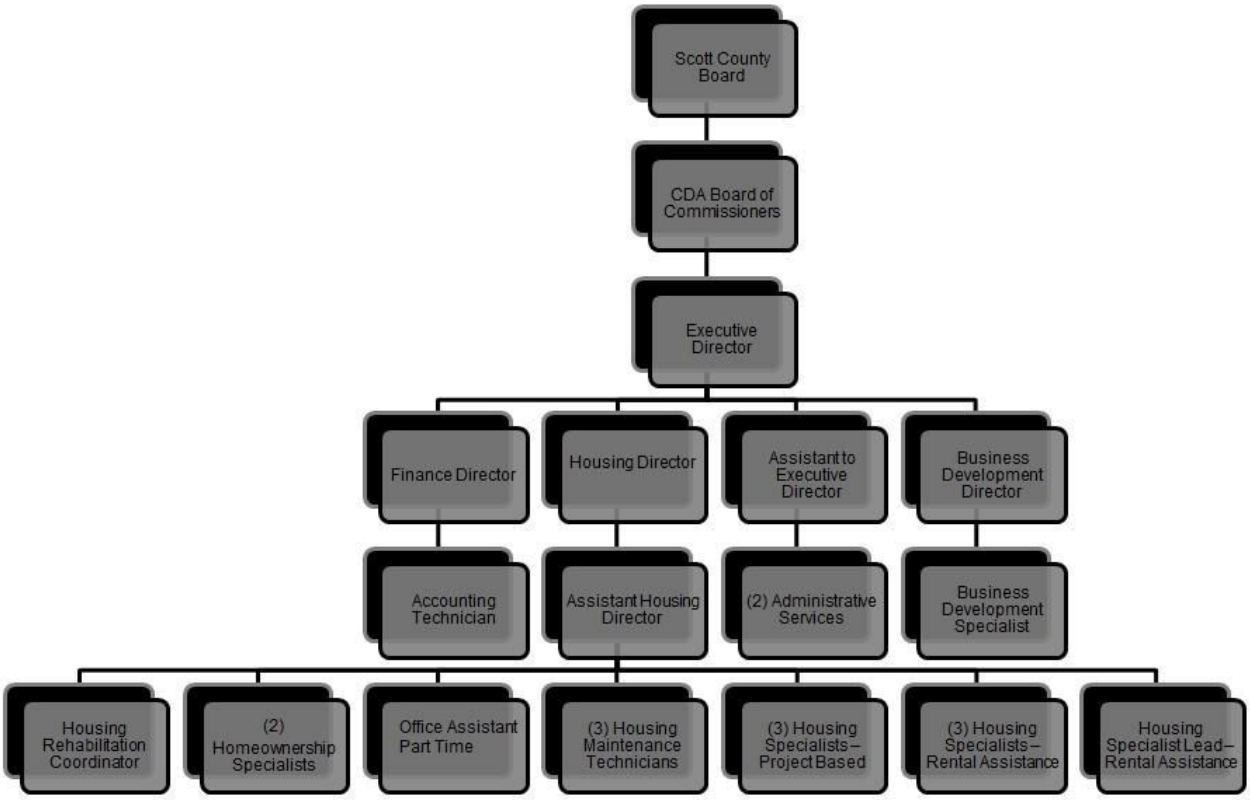

Figure 2. Scott County Landlord Participation Survey

Scott County CDA Survey- Landlord Participation in Housing Choice Voucher Program

1. What race do you identify with (check all that apply)?
    - ☐ White/Caucasian
    - ☐ Black/African-American
    - ☐ American Indian or Alaska Native
    - ☐ Native Hawiian or other Pacific Islander
    - ☐ Hispanic or Latino
    - ☐ Asian
    - ☐ Two or more races
    - ☐ Other:_____
    - ☐ Prefer not to answer

2. What age group are you in?
    - ☐ 18-24 years old
    - ☐ 25-34 years old
    - ☐ 35-44 years old
    - ☐ 45-54 years old
    - ☐ 55-64 years old
    - ☐ 65-74 years old
    - ☐ 75 years or older
    - ☐ Prefer not to answer

3. How many years have you been a landlord?
    - ❑ 0-1
    - ❑ 2-4
    - ❑ 5-7
    - ❑ 7-10
    - ❑ 10+

4. How many units do you manage/own?
    - ❑ 0-1
    - ❑ 2-4
    - ❑ 5 +

5. What types of units do you own? *(check all that apply)*
    - ☐ Single family housing
    - ☐ Multi family housing
    - ☐ Other: _____

6. On a scale of 1-3 how well do you know the Scott County Community Development Agency (CDA)? Circle your choice below.

1	2	3
Not at all	Somewhat	Well

7. Are you aware of the Housing Choice Voucher/Section 8 Program?

- ☐ Yes
- ☐ No

8. If you are aware of the Housing Choice Voucher/Section 8 Program, where have you received your information about the Program?

- ☐ Scott County CDA
- ☐ Federal Government
- ☐ Online resources
- ☐ Through other landlords
- ☐ Other: _____
- ☐ Not Applicable

9. Do you accept Housing Choice/Section 8 vouchers?

- ☐ Yes
- ☐ No

10. If no, have you ever thought about accepting Housing Choice/Section 8 Vouchers?

- ☐ Yes
- ☐ No

If no, can you describe your reasoning for why not?

11. If no, what incentives would you need to participate or accept vouchers in the Housing Choice Voucher/Section 8 Program?

12. What do you think are the incentives to participating in the Housing Choice/Section 8 Voucher Program?

13. What do you think are some of the challenges of accepting Housing Choice/Section 8 vouchers?

14. What are the most important factors to you in choosing tenants for your units (ex. Who can move in first, financial reasons, tenant background)?

15. Why do you think people are low-income and need Section 8 vouchers?

Thank you for taking the survey! If you want to learn more about the Housing Choice Voucher/Section 8 Program, or try out participating in the program for a year contract, ***contact the Scott County CDA at 952-402-9022 or email cda-info@scottcda.org****.*