



Putting Veterans First Since 1992  
NEW DIRECTIONS *for* VETERANS

# HOUSING NAVIGATION PRACTICES

# ▶ Initial Assessment

- \* FINANCIAL ASSESSMENT
- \* CREDIT REVIEW
- \* DEBT REVIEW
- \* PREPARE A PERSONALIZED BUDGET
- \* EVICTIONS
- \* SPECIAL ACCOMMODATIONS
- \* REFERRALS



▶ **Education**

▶ **Financial Literacy  
Education Program**



- \* BUDGETING AND MONEY MANAGEMENT
- \* CREDIT , BORROWING, AND PREDATORY LENDING
- \* BASIC BANKING AND BORROWING BASICS
- \* FRAUD TARGETING VETERANS
- \* HOME RETENTION

## ▶ Education, Continue

## ▶ Housing Search 101



- \* BEST PRACTICES WHEN SEARCHING FOR HOUSING ON LINE
- \* MANAGING EXPECTATIONS
- \* MOVE IN RESOURCES
- \* INCENTIVES FOR LANDLORDS
- \* PREPARING FOR HOUSING APPOINTMENTS
- \* PROPER PRESENTATION FOR HOUSING APPOINTMENTS

## ▶ Education, Continue

## ▶ Pursuing Permanent Housing

- \* ENGAGING THE LANDLORD
- \* SETTING APPOINTMENTS TO MEET AND GREET
- \* APPLICATION PREPARATION
- \* SUBMITTING DOCUMENTS



## ▶ Types of Housing Available

- \* SINGLE FAMILY HOMES
- \* UNITS INDEPENDENTLY OWNED
- \* UNITS MANAGED BY LARGE CORPORATIONS
- \* SHARED LIVING
- \* SPECIAL ACCOMMODATIONS
- \* SENIOR LIVING
- \* PROJECT BASED HOUSING



# ▶ Identifying Available Housing



- \* PHONE BANKING
- \* OUTREACH
- \* HOUSING AUTHORITIES
- \* MEDIA
- \* ON LINE

# ▶ Attracting Landlords and Property Owners



- \* DOUBLE SECURITY DEPOSIT
- \* ADDITIONAL INCENTIVE FOR HOLDING UNIT
- \* CASE MANAGEMENT FOR TENANT ACCOUNTABILITY



# ▶ Advocacy for Veterans



THERE ARE VETERANS THAT ARE CURRENTLY FACING HURTLES THAT PREVENT THEM FROM RENTING A PLACE OF THEIR OWN. MANY MAY HAVE EVICTIONS, BAD CREDIT, OR LIMITED INCOME. WE AS HOUSING NAVIGATORS ADVOCATE FOR THE VETERANS SO THAT THEY MAY GET A SECOND CHANCE. WE HAVE TO NEGOTIATE AND CONVINCING THE LANDLORDS AND PROPERTY OWNERS TO RENT TO VETERANS WHO ARE LOOKING TO IMPROVE THEIR LIVES AND PERMANENT HOUSING PLAYS A KEY ROLE FOR THEIR WELL BEING.

# Caravans



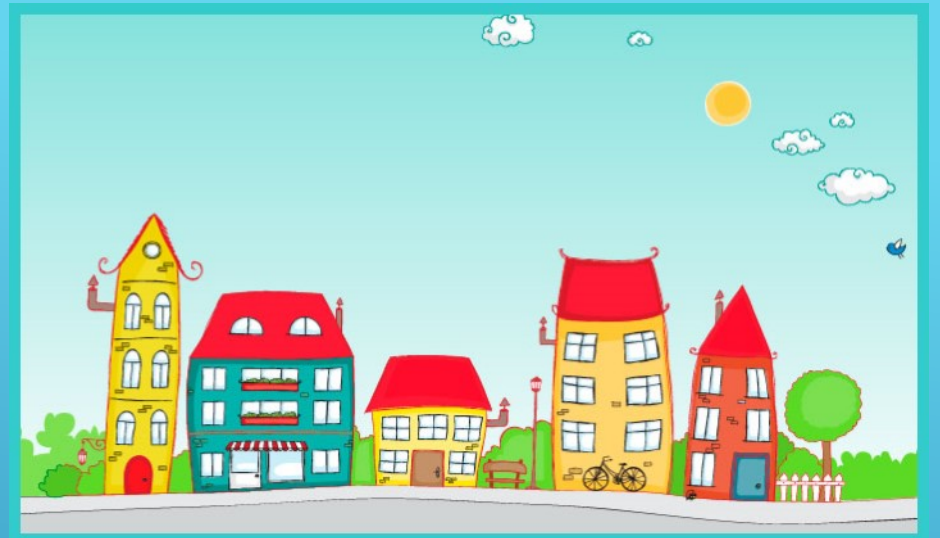
OFTEN TIMES WE DEAL WITH LANDLORDS OR PROPERTY MANAGEMENT COMPANIES THAT MAY HAVE SEVERAL BUILDINGS WITH AVAILABLE UNITS. WE DO WHAT'S CALLED A CARAVAN. WE TRANSPORT SEVERAL VETERANS AT ONCE TO VIEW ALL THE UNITS IN ONE DAY. SOME VETERANS MAY BE RELUCTANT DEPENDING ON THE AREA, BUT IS OUR JOB TO CONVINCING THEM TO SEE THE UNITS. VISUALS ARE A VERY GOOD TOOL TO CONVINCING RELUCTANT VETERANS. USUALLY MORE THAN HALF OF THE VETERANS WHO ATTEND THE CARAVANS END UP BEING HOUSED.

## ▶ Transporting Veterans



WE AT NEW DIRECTIONS FOR VETERANS PRIDE OURSELVES IN PROVIDING THE BEST SERVICE TO THOSE WHO SERVED THIS GREAT COUNTRY. WE MAKE SURE THAT TRANSPORTATION IS PROVIDED TO ALL HOUSING APPOINTMENTS. WE WANT TO MAKE SURE THEY GET TO THEIR APPOINTMENTS IN A TIMELY MANNER AND SAFE. ALSO, WE MAKE SURE THAT THEY UNDERSTAND ALL DOCUMENTS THAT ARE BEING PRESENTED TO THEM AND HELP ANSWER ANY QUESTIONS AND DOUBTS THEY MAY HAVE.

# ▶ Housing Veterans



## \* INITIAL ASSESSMENT

- THIS IS VERY IMPORTANT, BECAUSE IT ALLOWS US TO CREATE A MORE ACCURATE HOUSING PLAN FOR THE VETERAN

## \* EDUCATION

-THE EDUCATION ALLOWS THE VETERAN TO HAVE A BETTER UNDERSTANDING OF HOW TO SECURE, BUT ALSO PRESERVE HOUSING.

## \* IDENTIFYING AVAILABLE UNITS

- WHEN IDENTIFYING UNITS FOR VETERANS, YOU HAVE TO TAKE OTHER FACTORS INTO CONSIDERATION SUCH AS CREDIT AND INCOME.

# ▶ Housing Veterans, Continue



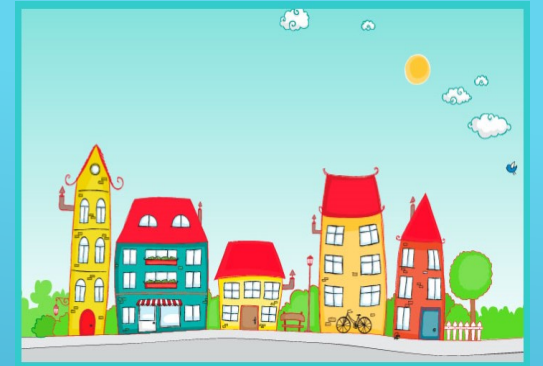
## \* TRANSPORTING VETERANS TO VIEW UNITS

-MANY TIMES VETERANS MAY BE A RELUCTANT TO VIEW UNITS BECAUSE THEY MAY BELIEVE THE AREA IS NOT GOOD, SPECIALLY VETERANS FROM OUT OF TOWN WHO OFTEN GET ADVISE FROM OTHER VETERANS. VISUALS HAVE BEEN A GREAT TOO TO CONVINCEN VETERANS TO VIEW UNITS. OFTEN TIME THEY END UP FILLING OUT AN APPLICATION.

## \* SUBMITTING A RENTAL APPLICATION

-WHEN A VETERAN SUBMITS AN APPLICATION, WE ARE THERE TO MAKE SURE THAT THE APPLICATION IS COMPLETED CORRECTLY AND TO MAKE SURE ALL REQUESTED DOCUMENTS ARE ATTACHED TO THE APPLICATION. ALSO IF THE VETERAN IS GOING THROUGH ANY ISSUES, WE MAKE SURE TO ALSO ASSIST THEM WITH EXPLANATION LETTERS AND ANY OTHER REQUESTED DOCUMENTS.

# ▶ Submitting Documents to the Housing Authority



## \* SUBMITTING DOCUMENTS TO START THE PROCESS

-ONCE A RENTAL APPLICATION HAS BEEN SUBMITTED AND IT HAS BEEN ACCEPTED, WE HAVE THE VETERAN SIGN AND HAVE THE LANDLORD OR PROPERTY MANAGER FILL OUT THE REQUEST FOR RENTAL AGREEMENT OR RFTA.

## \* SUBMITTING DOCUMENTS FOR INCENTIVES

-ONCE WE SUBMIT THE RFTA, WE SUBMIT DOCUMENTS FOR INCENTIVES SUCH AS SECURITY DEPOSIT, HOLDING FEE AGREEMENT, APPLICATIONS FOR FURNITURE SUCH AS SUPPORTIVE SERVICES FOR VETERANS FAMILIES (SSVF), PATRIOTS AND PAWS, OR THE HOMELESS INCENTIVE PROGRAM (HIP).

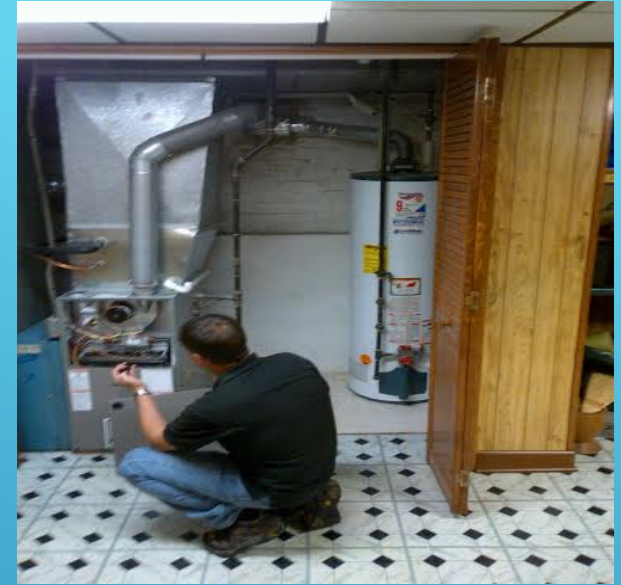
## ► Inspection of unit

### \* HOME INSPECTION

-WE ENCOURAGE ALL VETERANS TO BE PRESENT AT THE INSPECTION OF THEIR UNIT. WE WANT TO MAKE SURE THAT ANY QUESTIONS RELATED TO THE UNIT ARE ANSWERED. WE WANT TO MAKE SURE THAT THEY ARE INVOLVED IN THE WHOLE PROCESS.

### \* SIGNING LEASE

-AFTER THE INSPECTION IF COMPLETE, WE USUALLY WAIT BETWEEN 3 TO 5 BUSINESS DAYS, WE GET A CALL FROM THE LANDLORD TO MEET AT THE UNIT TO SIGN THE LEASE. WE MAKE SURE WE ARE THERE, WE WANT TO MAKE SURE THAT ALL STIPULATIONS STATED ON THE LEASE AGREEMENT ARE EXPLAINED TO THE VETERAN AND TO MAKE SURE ALL QUESTIONS ARE ANSWERED. WE MAKE SURE THEY GET THE KEYS AND THEIR LEASE AGREEMENT THE SAME DAY.



## ▶ Starting a New Life

### \* **MOVING INTO THEIR NEW HOME**

-ONCE THEY SIGN THEIR LEASE AND RECEIVE THEIR KEYS WE CONTINUE WORKING WITH THE VETERAN TO MAKE SURE THEY HAVE FURNITURE, TO MAKE SURE THEY HAVE ACCESS TO OTHER RESOURCES, AND TO MAKE SURE THEIR TRANSITION INTO PERMANENT HOUSING RUNS SMOOTH.



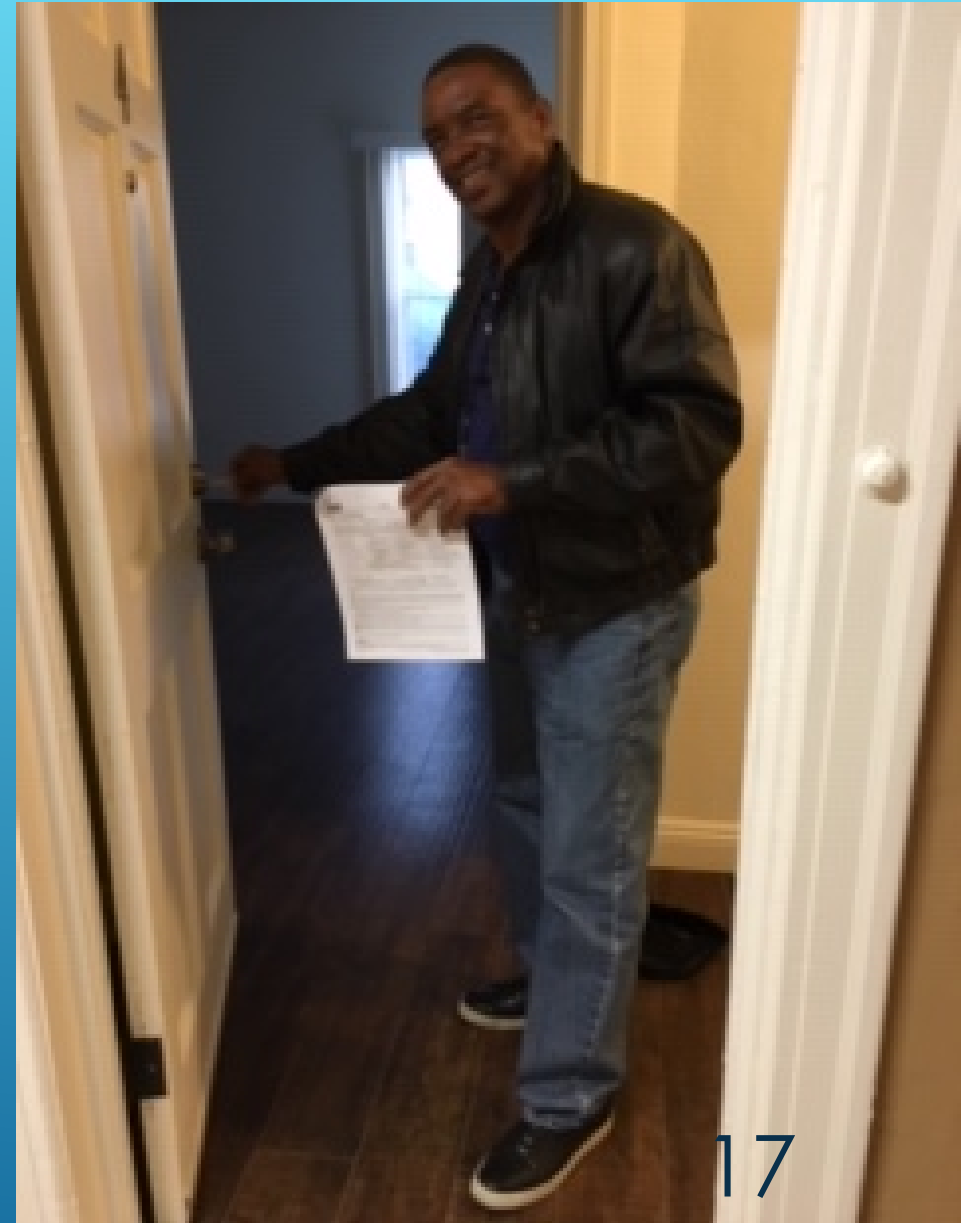


# ► Success Story

MR. H, AN HONORABLY DISCHARGED UNITED STATES ARMY VETERAN HAS FINALLY REACHED HIS GOAL OF HAVING HIS OWN APARTMENT. AFTER BEING HOMELESS FOR TWO YEARS, MR. H FINALLY HAS A PLACE TO CALL HOME. MR. H CAME TO NEW DIRECTIONS FOR VETERANS (NDVETS) WITH A PURPOSE IN MIND, TO TURN HIS LIFE AROUND. NDVETS HOUSING NAVIGATION UNIT WAS ABLE TO SECURE A ONE BEDROOM, ONE BATHROOM APARTMENT IN THE WILSHIRE DISTRICT OF LOS ANGELES. ALSO, THE HOUSING NAVIGATION UNIT WAS ABLE TO SECURE FURNITURE AND THE SECURITY DEPOSIT. THE WORK SOURCE DEPARTMENT AT NDVETS ALSO SECURED A PART TIME JOB AS A SECURITY OFFICER.

DURING THE TIME THAT MR. H WAS RESIDING AT NDVETS AND BEFORE HE RECEIVED HIS VETERANS AFFAIRS SUPPORTIVE HOUSING VOUCHER (VASH), THE HOUSING NAVIGATION UNIT MADE SURE TO WORK ON REVIEWING HIS CREDIT HISTORY, MADE SURE THAT ALL OF HIS DOCUMENTS WERE IN ORDER, SECURED TRANSPORTATION TO ALL HOUSING APPOINTMENTS, MADE SURE THAT HE UNDERSTOOD THE VASH PROCESS, AND MADE SURE THAT HE HAD DIFFERENT HOUSING OPTIONS TO ENSURE HIS COMFORT AND WELL BEING.

DURING A CONVERSATION WITH MR. H AFTER HE SIGNED HIS LEASE HE STATED "I AM SO GRATEFUL FOR NEW DIRECTIONS, IT HAS BEEN A TRUE BLESSING IN MY LIFE AND NOW, I'M ON THE PATH TO BETTER THINGS, I FEEL BLESSED". AS MR. H MADE HIS TRANSITION TO PERMANENT HOUSING, A MEMBER OF NDVETS HOUSING NAVIGATION UNIT HAS BEEN FOLLOWING UP ON HIM. MR. HAWKINS CONTINUE TO EXPRESS HIS GRATITUDE TO NEW DIRECTIONS FOR VETERANS.



# ▶ Mr. H's Apartment

