Housing Navigation and Landlord Engagement



- Working with clients, addressing barriers to housing
- Engaging QUALITY landlords
- Staffing structures
- Budgeting
- Landlord Mitigation funds

1

Barriers to Housing:



- Poor Credit/lack of financial literacy
- Criminal backgrounds
- Prior evictions
- Low income
- Addiction and Mental Health
- First time tenancy

We can learn to meet clients where they are at, and provide resources to resolve barriers, but without landlords willing to house our clients, we will get no where.

2

COVID-19 Eviction Moratorium

On March 10, 2020, CT's Governor issued an Executive Order preventing landlords from new summary process actions for nonpayment of rent.

This order remained in place until June 30, 2021

A total of 43 states implemented some form of a statewide eviction moratorium during the peak of the COVID-19 pandemic.

3

Who is doing the work?

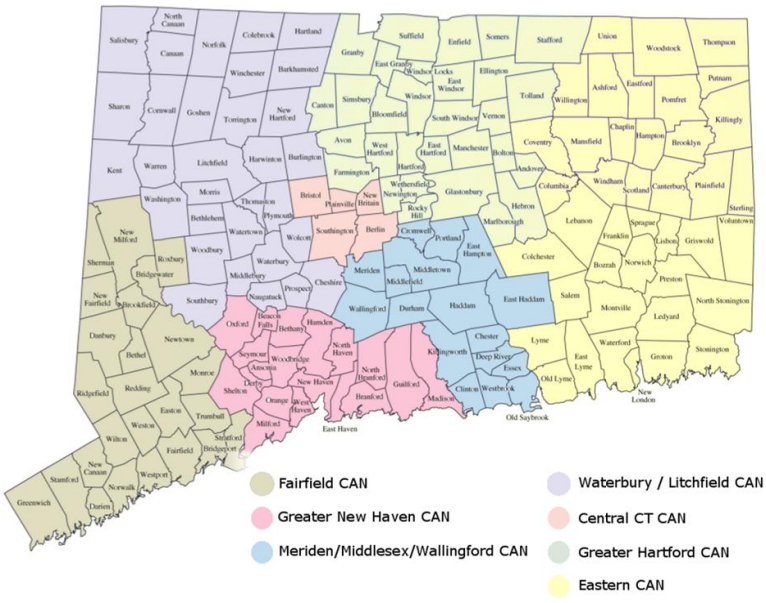


- **Rapid Rehousing and PSH Case Managers**
- **Diversion/Coordinated Entry Intake staff**
- **Shelter Case Managers**
- **Street Outreach workers**

- **New - dedicated Housing Navigators**

4

CT is a small state with 2 CoCs - CT Balance of State and Open Doors Fairfield County



5

Staffing Structure

Coordinated Access Networks (CANs)

Backbone Agencies

Direct client service providers

- **Backbones hold CE contracts and employ Housing Navigators**
- **Providers employ both Navigators and Case Managers**

6

Engaging Landlords



- Breakfasts/Happy hours/Resource Fairs
- Shared Housing options
- Balancing referrals of low and high barrier clients – sharing landlord contacts between service providers – to prevent burn out
- Responsive Case Managers
- Social Media
- Landlord Mitigation funds

CONNECTICUT DEPARTMENT OF HOUSING

7

PROGRAM AT A GLANCE

Risk Mitigation Program

A financial safety net designed to support landlords and expand housing opportunities.

Risk mitigation gives participating landlords an additional layer of financial protection.

2023 Fund established	20 Total requests	10 Requests since 2025

FUNDING

American Savings Foundation + private board matching funds

WHY IT MATTERS

Helps address landlord financial concerns and supports stronger partnerships with Journey Home.

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

8

HOW SUPPORT WORKS

An additional layer of financial protection

Eligible expenses may be considered after the tenant's security deposit has been exhausted.

UP TO

$1,500

in additional funds for eligible costs once the security deposit is exhausted.

Potential areas of assistance



DAMAGES

Property damage beyond the security deposit



RENTAL ASSISTANCE

Rental arrears may be considered



UTILITIES

Current and previous month utility bills

DOCUMENTATION

Housing Partner Agreement • Lease • Landlord W-9 • Property Card • Risk Mitigation Checklist

The checklist also identifies supporting documentation for damages, rental arrears, and utilities.

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

9

WHY IT MATTERS

Building stronger landlord partnerships

Risk mitigation can support trust, communication, and future housing opportunities.

FROM RISK TO PARTNERSHIP

1. **Financial Support**
   An additional resource when eligible costs exceed the security deposit.
2. **Open Communication**
   Creates space to address concerns collaboratively during a tenancy.
3. **Increased Confidence**
   Supports landlords in continuing to partner with Journey Home.
4. **Future Opportunities**
   Stronger relationships can support additional housing opportunities.

WHAT THIS MEANS FOR LANDLORDS

PROTECTION	PARTNERSHIP	OPPORTUNITY
Additional financial support	A responsive housing partner	A pathway to future units

"Risk mitigation helps Journey Home build trust, reduce barriers, and create sustainable landlord partnerships."

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

10