



**BALTIMORE
HOUSING**
Building A Better Tomorrow, Today.

Baltimore Housing

Division of Green, Healthy and Sustainable Homes

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The Old Way of Doing Business

- Many different housing programs
 - Different services
 - Different eligibility requirements
 - Different applications
 - NO communication
- People's needs do not fall neatly into narrow program categories



Stimulus Funded Weatherization

- Increased funding for low-income weatherization
 - The problem: 50% of households deferred service due to various housing problems
- Need a multifaceted response to a multifaceted problem



A Green and Healthy Approach

- National movement led by the Coalition to End Childhood Lead Poisoning
 - Created a national dialogue to make housing services more streamlined and comprehensive
- Driven by local government and non-profits to develop creative delivery systems and partnerships to address “green” and healthy” family needs



The Baltimore GHHI Timeline

1. **HEET Taskforce** (begin the dialogue)
2. **Living Cities Foundation** (operationalize the work)
3. **Learning Network** (strategically guide the work)
4. **WHAT Team** (develop the partnerships and coordination)
5. **Division of Green, Healthy & Sustainable Homes**
(restructure City government around single mission)
6. **LIGHT Program** (tie together services through a central portal)
7. **Constellation Energy** (fund the gaps in service)
8. **InterFACE Project** (expand and improve scope of services)
9. **Reorganization** (build sustained capacity for work)



The Role of BCF

- Baltimore Community Foundation has played a critical role facilitating the growth of this new model of services
 - Convenes our management team
 - Gives us flexibility for staffing while government catches up to the curve
 - Gives us financial flexibility that government would otherwise be too slow to respond to



Case Study – Ms. J

- Multi-generational family with
 - High energy bills
 - Chipping/peeling paint with a young child in the house
 - Disabled senior citizen with a history of falls
 - No carbon monoxide or smoke detectors
 - Young adult currently unemployed
 - Unstable basement steps, electrical hazards, steps leading to bilco door collapsed, masonry work needed
 - Clutter throughout the house
- Ms. Johnson applies for Weatherization. In the old system, she is immediately deferred service and that is the end of it



The Solution - LIGHT

- LIGHT provides a structured path to navigate the different services available to help keep someone strong and stable in their home.
 - Lead Abatement to address chipping/peeling paint
 - Office of Rehabilitation Services for structural defects
 - Weatherization Program for high energy bills
 - CAPABLE program for senior home repairs and nursing visits
 - AERS Program for home support services for senior
 - Project Lightbulb for carbon monoxide and smoke detectors
 - Maryland New Directions for employment
 - Food voucher for imminent food needs
 - Come Home Baltimore to clean out the clutter in the house



Keys to the LIGHT Model

- **LIGHT Coordinator** – acts as a liaison for the client and across agencies for case management and to sequence services for the client
- **LIGHT Assessment** – a comprehensive assessment to identify needs, referral sources to meet the need, and client eligibility for programs
- **LIGHT Team** – a network of human service agencies committed to LIGHT model that meet regularly to maintain strong partnership
- **LIGHT Database** – a single database to track clients across multiple agencies



LIGHT Process

1. Case is referred into the LIGHT Program
2. A LIGHT Assessment is used to identify all the programs client needs and is eligible for
3. LIGHT Coordinator uses this to develop a scope of work with client to coordinate and sequence services across agencies
4. Coordinator provides application assistance and makes appropriate referrals
5. Coordinator maintains ongoing communication with client and agencies involved to sequence services



Thinking Beyond Housing

- Coordination for clients with multifaceted needs requires a multifaceted approach
 - E.g. clients with financial challenges that prevent eligibility for housing services, clients with mental health needs, etc.
- LIGHT coordinates services for:
 - Financial benefits (e.g. food stamps, energy assistance, property tax credits)
 - Health services (e.g. access to health care, disability services)
 - Counseling services (e.g. employment , foreclosure counseling, financial literacy)



Spurring Innovation

- Coordination sparks innovation to make streamlining of services more efficient
 - On-line database for tracking services across agencies
 - Unveiling a single application for Weatherization, Lead Abatement and Rehabilitation at Baltimore Housing
 - Digital signatures and handheld scanners to fill-out applications and scan eligibility documents in the field
 - Coordination of state and federal benefits



Systems Change in Baltimore City

- New funding coming in to take this work to the next level
 - EmPOWER MD Funding
 - Exelon Merger funding
- A reorganized DHCD to take this work to the next level
 - Incorporating the LIGHT Program into the Division
 - Integrating rehabilitation, weatherization and lead hazard reduction funding
 - Building in funding for critical health and safety funding



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Thank You



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