

Opening Doors provides households with a rental barrier the opportunity to access housing. The barrier could be poor credit or prior rental history, or a criminal conviction. The program also encourages landlords to lease housing units to households that may not meet all their rental criteria by providing coverage if there is excessive damage or lost revenue.

ELIGIBILITY CRITERIA

Supportive service agencies that have a history of providing supportive services, coordination, and/or case management services may apply to be a Participating Care Coordination Agency (PCCA). To be eligible, the agency must be able to provide the types of services outlined in the PCCA responsibilities.

PCCA PROVIDER RESPONSIBILITIES

1. Participate in Opening Doors meetings and trainings.
2. Ensure client meets Opening Doors program eligibility criteria before referring the client.
3. Work with clients on preliminary background screening and individualized goal plan and development to address the issues that led to their barriers to access and retain housing.
4. Work with clients to submit an application for participation in Opening Doors.
5. Assist clients in searching and applying for suitable housing.
6. Provide assistance in accessing housing assistance such as rental assistance or move in assistance that is available through local resources.
7. Review lease agreements with clients to ensure they fully understand tenancy responsibilities.
8. Participate in move-in inspections with clients and landlords and assist in completion of the Move-In Condition Report.
9. Provide monthly in-home visits to review client's tenancy maintenance, coordinate and make referrals to other community services as needed, and individual goal planning.
10. Make quarterly contact with the landlord to identify any tenancy concerns.
11. Provide NDHFA with copies of the Monthly Client Check- In Report and Quarterly Landlord Check In Report.
12. Act as point of contact for the landlord for concerns that require immediate attention.
13. Immediate notification to NDHFA if a client refuses to continue participating in supportive services, if a client's service provider changes, or if the PCCA is no longer able to provide services to the client.
14. Coordination and contact with NDHFA regarding any potential claims.

APPLICATION PROCESS

Agencies that are interested in participating in the program should complete a Participating Care Coordination Agency Application and submit it to the Opening Doors Program at hfainfo@nd.gov. NDHFA will review the application and issue a notice of approval. Once approved, the PCCA can begin referring clients into the program.

QUESTIONS

Contact NDHFA's Community Housing and Grants Management Division at (701) 328-8080, (800) 292-8621 or hfainfo@nd.gov.