

End of Program Review: Doubled Up Housing Program Pilot

Background

The Doubled Up Housing Program Pilot (DUHPP) request for proposals (RFP) was released in the Spring of 2023. Eligible providers were solicited to administer prioritized rental payment assistance up to \$2.1M and provide housing stability services to doubled up households.

Respondents were allowed to submit alternative uses of the funding.

Two of the three respondents were funded.





- Urban Triage proposed serving 32 families throughout Dane County.
- WayForward Resources proposed serving 28 households (both singles & families) in specific zip codes relative to their service area covering Middleton, Cross Plains and West Madison.

Program Launch

The program launched in October 2023

- WayFoward Resources began serving clients in October 2023.
- Urban Triage began serving clients in March 2024.



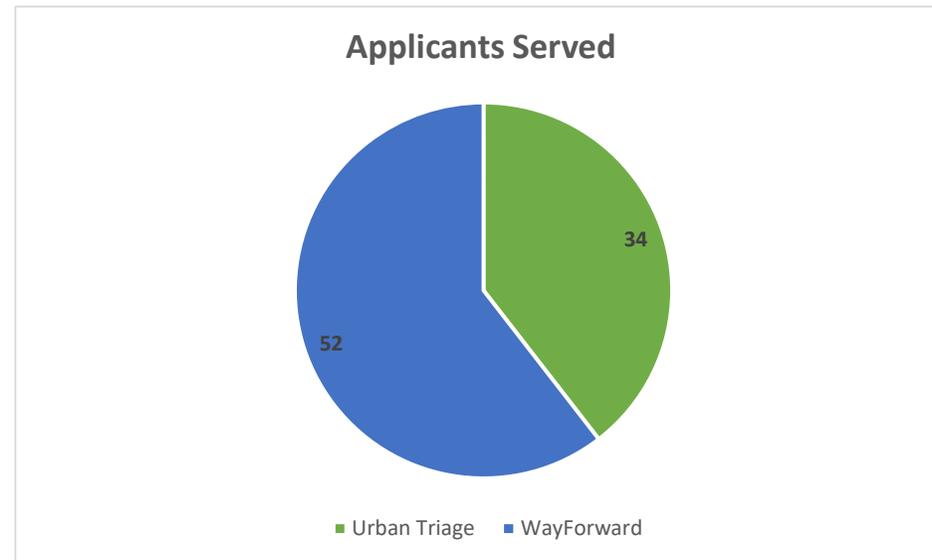
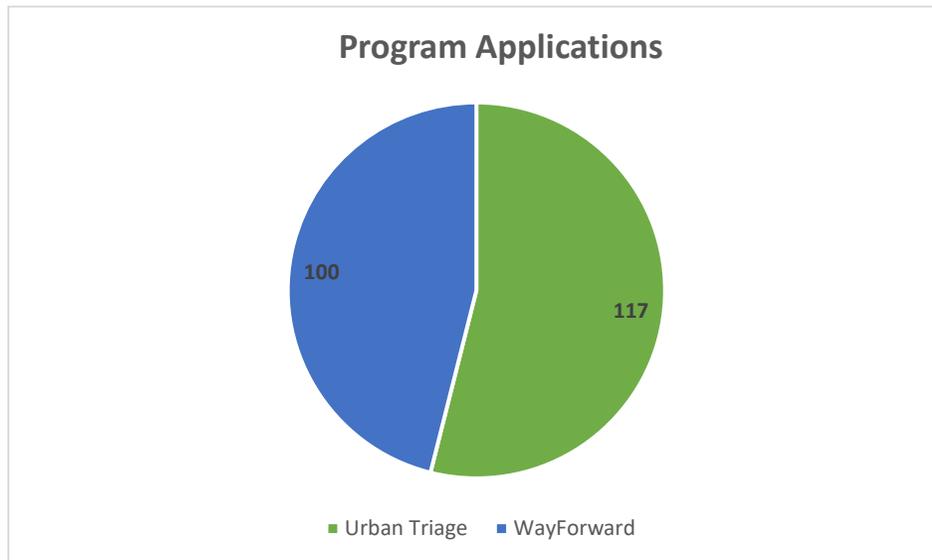
Program Review

Program Accessibility

- Applicants could self-attest to program eligibility requirements with no documentation
 - Resident of Dane County
 - Risk of homelessness or housing instability
 - Income at or below 80% AMI
 - Currently doubled up/hotel stayer
- Community referral partners
- Required assessment (max. 38 points)
- All applicants passed through County system

Program Applicants

- 217 completed applications screened for assistance
 - No referral partners resulted in significant loss of capacity to assess households

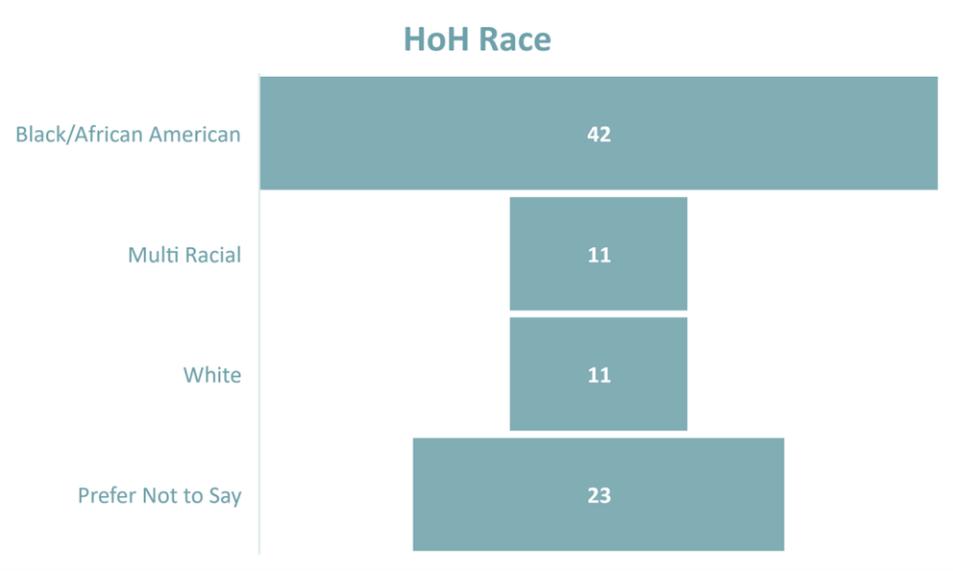
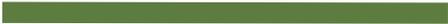


Demographics

Special Considerations

- Majority of households were led by a single, female parent
 - Significant number of two-parent households
 - Single, male parent households notable (14)
- Significant number of individuals:
 - English as a second language (ESL)
 - New to the Country
 - With prior eviction
 - Identifying as experiencing intimate partner or family violence

Race & Ethnicity



Zip Codes Served

Zip Code	# Households	Total Assistance (\$)
53527	3	50,736
53562	38	413,644
53572	1	22,874
53590	6	100,068
53703	1	20,225
53704	6	56,480
53705	2	34,421
53711	8	98,006
53713	8	106,896
53714	2	33,163
53715	1	19,737
53716	1	3,868
53717	5	31,951
53718	2	27,598
53719	2	8,311

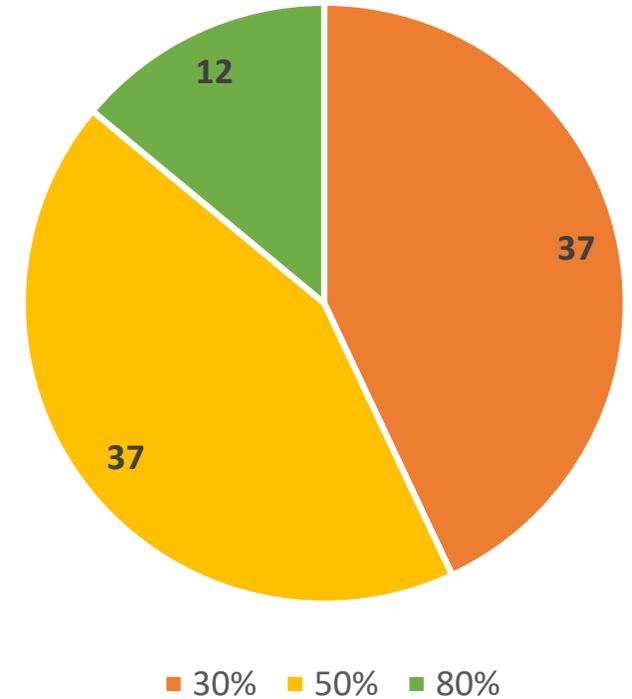
Income

Average household income = \$35,517

Average household size = 3.2

- Majority of households served had income levels between 30%-50% AMI
- 10 households were zero or near zero income (\$1000+ in monthly income)

AMI Levels



Total Assistance Provide

Total assistance provided = \$1,027,951

- Average amount of funding support = \$11,952.92
- Average Months of Assistance = 10.73
 - Rent (8.95)
 - Utilities (1.78)

Rent Assistance

Rental Arrears	Avg Arrears	Total Arrears
43	\$3,403	\$142,946

Forward Rent	Avg Rent	Total Rent
86	\$11,738	\$1,009,488

Utility Assistance

Utility Arrears	Avg Arrears	Total Arrears
25	\$654	\$16,340

Forward Utility	Avg Utility	Total Utility
26	\$710	\$18,463



Performance Reports

	July 2025	Aug 2025	Sep 2025	Cumulative Total
Number of unique households that received ERA assistance of any kind: (Also provide separate zip code reporting)	8	14	5	*22
Total dollar amount of ERA grant funds paid by the ERA grantee to or for participating households. (Also provide separate zip code reporting)	\$9,525.00	\$25,327.40	\$11,610.27	\$46,462.67
# of Households Enrolled	20	20	15	*26
# of Households Receiving Application Fees	0	1	0	1
# of Households Receiving Security Deposit	0	5	4	9
# of Households Receiving Rent Assistance	8	14	5	*21
# of Households Receiving Housing Stability	20	20	7	*24
Successful Program Completion	4	7	7	18
Housing Stability Plans Completed (entry)	3	4	4	11
Housing Stability Plans Completed (exit)	4	7	3	14
# of Households Unsuccessful Exit	0	0	0	0
# of Households with Income Increase from Previous Quarter	3	0	0	3
Progressive Engagement < 6 months	0	5	4	9
# of Households Contributing at Program Exit	4	7	4	11
# of Households Connected to Mainstream Benefits While in the Program	0	0	0	0

Please additional context or information relevant to the responses entered above:

- Cumulative numbers for rows with * are not additive.
- Of 7 successful program completions in Sept, 3 households had received assistance with clearing arrears in order to be considered for an apartment but had not yet been approved or moved in prior to end of pilot program.



Lessons Learned



Contract Manager Perspective

- Too many components for a quick turn around pilot
 - Legal
 - IT
- Referral partners
 - Coordination with family shelter waitlist, school lists for better housing verification
 - More controlled rollout and managed expectations
- Different assessment tool = more fidelity in prioritization
- More vendors providing quick move-in options

Questions

