



NVHousingSearch.org: Increasing Housing Opportunities across Nevada

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NVHousingSearch.org is a free housing locator service funded by the Nevada Housing Division as a public service to the residents of the State of Nevada. NVHousingSearch.org allows people to locate safe, decent, affordable, accessible and available housing that best fits their individual and family needs. It also allows landlords across the state of Nevada to list their units free of charge. Our goal is to help make better use of existing resources through efficient matching of housing with tenants.

Supported by a toll-free, bilingual call center, NVHousingSearch.org allows property providers to advertise free of charge, and housing seekers can conduct anonymous housing searches to find units that fit their needs. Listings will be added and updated continually to ensure important housing information is always fresh.

Features of NVHousingSearch.org that can serve families and individuals facing housing barriers

- Search by rent, property type, location, bed/bath, pet allowance, and many other important needs
- A median income calculator and rent affordability tools help searchers locate safe, decent properties they can afford
- Search for units with specific accessible features such as ramped entry, lowered counters, roll-in showers, proximity to public transit, and more
- Search results can be displayed on a map, and a proximity search helps residents find units within a selected distance from locations like work, school, or a family member's house
- Friendly, professional call center representatives provide multilingual assistance by toll-free phone, fax, mail and email
- We maximize accessibility: our multilingual call center is available via TTY/TDD; our multilingual website complies with Section 508 Federal website accessibility standards
- Call center representatives help landlords with listing and help tenants with searching for housing and assistance, including ensuring that callers are aware of Fair Housing policies and resources
- Our staff regularly reviews listings for Fair Housing violations and removes discriminatory listings from public view until they can be addressed through direct phone follow up with the landlord
- From our websites, users can click directly to Disability.gov and the HUD Fair Housing website via links in our universal webpage footer
- Up-to-date housing listings are a critical resource for displaced disaster victims.



Accessible Housing Search Fields

Listings can highlight the following accessibility features:

- a) Entry and door options:
 - Can view all no-step/flat/ramped-entry listings at once or see only listings with...
 - i) Accessible parking close to unit
 - ii) Flat or no-step entry and/or
 - iii) ramped entry
 - iv) Doorways 32" or wider
 - v) Lever-style door handles
 - vi) Automatic-entry doors
 - vii) Unit on first floor
- b) Kitchen options:
 - i) Low counter[s]
 - ii) Minimum 27" knee clearance
 - iii) Non-digital kitchen appliances
 - iv) Front controls on stove/cooktop
- c) Bathroom options:
 - i) Low vanity
 - ii) Min. 27" knee clearance
 - iii) Grab bars
 - iv) Reinforced for grab bar
 - v) Roll-in shower
 - vi) "T" Turn or 60" turning circle in bathrooms
- d) Miscellaneous options:
 - i) Accessible flooring
 - ii) Accessible laundry
 - iii) Within paratransit route
 - iv) Sign Language friendly

Call Center Services: Increasing Access to Housing and Increasing Housing Options

The Socialserve.com toll-free call center was established in 1999 to help landlords and tenants access housing information even when they couldn't reach a computer – or if they simply preferred live assistance. The added convenience of free phone support in English and Spanish not only upholds the Socialserve.com mission of increasing access to housing information; the call center adds the human element necessary to a service dealing with the critical issue of safe, decent, affordable housing.

Call center staff are frequently hired from special-needs populations. Socialserve.com offers ongoing professional and personal development opportunities, like a financial literacy program, to help staff excel and meet life goals. No other housing locator in the country offers such thorough, live, real support, and at no cost to callers. Staff takes part in regular trainings to keep up with unique regional needs. Staff also reads through every listing on the system to prevent discriminatory language, broken mapping links and verify accessible housing offerings.

The call center is available Monday - Friday, 6 a.m. - 5 p.m. Pacific Time at 1-877-428-8844.



Accessible and Multilingual Housing Information

The Socialserve.com call center has bilingual representatives, is available via TTY/TDD and complies with Section 508 Federal website accessibility standards.

Socialserve.com / NVHousingSearch.org can be translated into over 70 languages with the click of a mouse.

Socialserve.com housing locator services have become an essential tool for listing and locating accessible housing. The Accessibility Search module offers 30 fields for landlords to describe the accessible characteristics of a property.

The service has become a posting board to educate and raise awareness about the importance of accessible housing and how properties can be easily up-fitted to meet the accessibility needs of tenants. Many of our partners, from state agencies to local nonprofits, use their Socialserve.com housing locator to educate landlords about how to serve this need locally – and to offer funding assistance if available.

When a landlord or property manager lists property details, they are offered detailed definitions of each of the 30 features that indicate accessibility.

Special Needs Housing Search for Individuals facing Housing Barriers

The NVHousingSearch.com Special Populations Housing Search gives landlords a way to privately promote properties to a variety of special-needs groups, such as **veterans, the frail and elderly, physically disabled and more**. By giving landlords a unique and FREE way to offer housing to at-risk populations, this secure service also increases mixed, scattered-site housing options for special-needs clients.

One goal of this tool is to raise awareness within the landlord community that people with special needs are often responsible tenants who pay on time, care for properties, and may even have personal and sometimes financial support from agencies to help them maintain healthy life habits.

The NVHousingSearch.org Special Populations Housing Search lets approved, authorized agencies search for housing that meets client needs without sacrificing privacy or confidentiality rights. Listings are never publically flagged as being offered to special populations and will only be known as available to those populations by authorized users with very specific permissions.

Increase Landlord Awareness and Housing Options for Special Needs Groups

Each property provider who registers to list on NVHousingSearch.org is offered a special populations sign-up section, increasing the ability of caseworkers at authorized agencies to house their clients. This toolkit can help ramp up listings for target groups in advance of great housing needs like nursing home transition efforts and Veterans Affairs Supportive Housing voucher distributions.

Restricted Search Group Service

Socialserve.com lets housing agencies and program-related housing providers list, manage, search and maintain housing listings that are not searchable by the general public.

Listings maintained in this system are only searchable by qualified, approved individuals such as caseworkers and housing counselors.

Restricted Search Groups users must be approved for access to list or search for properties in private groups. Restricted Search Groups can be agency specific, need specific, population specific or specific to a variety of other criteria.

The Caseworker Portal is completely password protected, and all users receive ongoing group and individual training. New users must sign a user agreement to ensure that confidentiality best practices are followed.

Socialserve.com has a customer service department dedicated specifically to this program. A few of the many services they provide:

- ongoing caseworker training
- user support M-F 6:00 a.m. – 5:00 p.m. Pacific Time
- marketing and outreach to landlords and education about special programs

Serving Disaster Victims: From Apartment Fires to Hurricanes

There is a great need for a carefully managed, up-to-date housing locator tool to help house Illinois residents displaced by natural disasters. NVHousingSearch.org addresses this need.

Socialserve.com is a nationally recognized disaster resource and has offered housing intervention services for disasters of any scope, from apartment flooding and fires to tornadoes, floods, large wildfires and hurricanes. The Socialserve.com call center provides time-sensitive services such as removing blighted housing listings and adding safe available listings in desired locations. Socialserve.com acts rapidly and efficiently, providing immense support both online and through the full-service, toll-free call center.

In the event of a disaster in Nevada, Socialserve.com is poised to ramp up at a moment's notice to ensure the database is full of safe housing options in affected parts of the state. During times of disaster, listings are reviewed multiple times daily to confirm damage status and availability. Housing stock and outreach efforts are tracked carefully and shared with emergency housing groups and other involved agencies. Trainings are conducted with disaster service/emergency management agencies to ensure there is vast knowledge of the service, its functionality and all it offers. The site is actively marketed as an everyday housing locator so that listings are constantly added and Nevada residents and agencies are accustomed to using the service. When a disaster hits, there is no learning curve, and quality information is immediately available.