Property Management & Service Providers: Dynamic Duos in Permanent Supportive Housing

Carrie Craig, MSW, LCSW, Director of Housing First and ACT Services
What is Permanent Supportive Housing?

**HUD Definition:**

Long-term, community-based housing that has supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting.
Property Management and Supportive Services in PSH

**Single Provider:** One organization provides both property management and supportive services

**Partnership:** Two or more organizations work together to provide property management and supportive services
Colorado Coalition for the Homeless
Housing First / Social Impact Bond Project

**CCH:** Non-profit organization providing housing, integrated healthcare, and supportive services to people currently or formerly experiencing homelessness.

**Housing First Department:** Consists of 5 modified Assertive Community Treatment teams including two Social Impact Bond teams.

**Social Impact Bond (SIB) project:** 5-year randomized control study focusing on high utilizers of jails and emergency services in Denver.

**Renaissance Downtown Lofts (RDL):** 101-unit apartment building with robust services available on-site for SIB project clients.
Renaissance Property Management Company

- RPMC owns and operates 18 multifamily properties throughout Denver
  - **1,703 units** for families and individuals
- Owned by CCH
- Majority of the projects office the management team and some CCH service staff
- RPMC represents the asset and CCH represents the services
Dynamic Duos in PSH

Property Management Focus
• Occupancy vs Income is a constant balancing act
• Maintain the Asset
• RPMC adheres to Fair Housing laws

RPMC and SIB/RDL Focus
• Services and PM staff visited other PSH projects with integrated models
• Resident Services Coordinator (RSC)-hybrid position between two entities
• RSC role- liaison between PM and services, resources to residents, service planning and coordination
• Advocacy for tenant will be planned, coordinated, and deliberate
• ACT team housed in the building
• Eviction Prevention efforts
Resident/Client Orientation

- Solicited client feedback from other newer properties
- Services orientation and PM orientation (separated but integrated)
- Ensuring residents know we are working together
- Multiple education meetings prior to lease signing
- SIB clients in one building- mass lease-ups
- Robust service program on-site
- Further education after move-in
Lease Signing and Community Policies

- PM, housing team, and services staff meeting regularly to discuss lease terms and community policies
- Reviewed community policies with clients PRIOR to lease-up day
- Location of the building—need for increased security
- Guest policies
- Input from Resident Council and Town Hall meetings
Assimilation and Community Integration

• Intensive services, especially for first 1-3 months
• Life skills classes, BH groups/services, healthcare, peer outings, socialization events, etc.
• Incentive Program
• Resident Governance Council
• Quarterly Town Hall meetings
Stabilization and Housing Retention

- Tenant conferences
- Resident Governance Council and Town Hall meetings
- Eviction Prevention Committee
- Housing First model often 3-4 times housed before successful
- RPMC and SIB staff working together to find other housing options at various other properties
Dynamic Duos in Eviction Prevention

Step 1: Eviction Prevention Subcommittee—identifying residents currently experiencing lease issues/violations

Step 2: Informal/preliminary intervention

Step 3: Tenant conference

Step 4: Eviction Prevention Subcommittee follow-up

Step 5: Full Eviction Prevention Committee—mutual lease rescission or notice to quit
SIB Preliminary Results

• Since February 2016, SIB Program housed 285 individuals experiencing homelessness
• 85% remain stably housed to date
• Preliminary data on reduction in jail days is promising but results will not be fully released until the project’s end- 2020
Questions?