



## Property Management and Service Providers: Dynamic Duos in PSH (Permanent Supportive Housing)

Carrie Craig, MSW, LCSW, Director of Housing First and ACT Services

Jeff Linn, CAM, Regional Property Manager

# Colorado Coalition for the Homeless (CCH) Housing First/Social Impact Bond Project

- CCH: Non-profit organization providing housing, integrated healthcare, and supportive services to those experiencing homelessness and formerly homeless individuals.
- Housing First Department: Consists of five modified ACT (Assertive Community Treatment) teams including two Social Impact Bond (SIB) teams. Multi-disciplinary approach.
- Social Impact Bond (SIB) project- 5-year randomized control study focusing on high utilizers of jails and emergency services (detox, ERs, etc) 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)

- RPMC owns and operates 18 multifamily projects throughout Denver
- This includes 1,703 units, which house families and individuals
- RPMC is owned by CCH, thereby integrating housing and services
- The majority of the projects office the management team and CCH Program staff
- This provides necessary access and proximity to services and support
- In this perspective, RPMC represents the asset and CCH represents the services



# Standard vs. Dynamic Duos

## RPMC and Residential Services

- RPMC: Occupancy vs Income is a constant balancing act
- RS: Advocacy for the Tenant often is reactionary or limited
- RPMC: Maintain the Asset
- RS: Maintain the Tenant Services
- RPMC is limited by Fair Housing
- RS is limited by client opt-in/out for help

## RPMC and SIB/RDL

- Services and PM staff visited other PSH projects with integrated models
- Meeting at least once every month for preparation and planning
- Resident Services Coordinator (RSC- hybrid position between two entities)
- RSC role- liaison between PM and services, resources to residents
- Advocacy for tenant will be planned, coordinated, and deliberate
- ACT team housed in the building.

# Resident/Client Orientation

## Current obstacles

- RS: Outreach on street collecting applications, sending to Intake
- Unit becomes vacant, RPMC contacts the Intake team, Intake assigns client
- No education prior to lease signing
- Application and voucher are approved, orientation completed, lease date is scheduled
- Client signs lease and receives keys

## Dynamic Duos

- Solicited client feedback from other newer properties
- Services orientation and PM orientation (separated but integrated)
- Presenting to residents as a united front
- 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

## Current obstacles

- RPMC has met the client once (maybe)
- Lease signing is tedious and tiring
- It's the first time learning about policies
- No previous education regarding community rules and lease clauses
- Lease is generic, CP's are specific to the building
- Lease and CP's must encompass all

## Dynamic Duos

- 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

# Assimilation and Community Integration

## Current obstacles

- Keys and move-in may be the last time we see the Tenant
- Interactions limited to Demands and Notices, problems, or emergencies
- Community meetings and Case Managers provide insight
- Dichotomy between RPMC and RS

## Dynamic Duos

- Intensive services especially for first 1-3 months- ACT model (home visits and community support)
- Life skills classes, BH groups/services, healthcare, peer outings, socialization events, etc
- Incentive Program- “Good Neighbor” tokens
- Resident Governance Council

# Stabilization and Housing Retention

## Current obstacles

- Occupancy vs Income
- Demands and Notices
- Communication with Case Managers
- Asset protection, inspections, and rent payments
- Whether eviction, lease rescission, or notice to vacate, termination of tenancy for building and RPMC ends

## Dynamic Duos

- Tenant conferences- RSC and service staff attending
- Resident Governance Council
- With SIB will need to work further together to make different options for SIB clients to help success.
- Housing First model often 3-4 times housed before successful
- RPMC and SIB staff working together to find other housing options at various properties in RPMC portfolio



# Questions?

