



After Making It Home:

A 4-step procedure to promote housing stability



Introduction Activity (5 mins)

- Using the index card, briefly describe a scenario where a household's tenancy is in jeopardy.
 - Is the tenant living in scattered site or project-based PSH?
 - What type of lease violation occurred? (nonpayment of rent/ housekeeping/ aggression towards neighbors/ etc)?
 - Share any relevant general demographic of the tenant (age, race, sex, family composition).

Welcome

- ▶ PATH is a family of agencies working together to end homelessness for individuals, families, and communities.
- ▶ PATH Ventures building affordable rental homes that provide homeless and low-income individuals and families with the support they need to succeed
- ▶ Site based PSH provides on site intensive community based case management and support services to help promote housing retention and healthy communities
- ▶ 16 site based affordable and PSH communities in southern California, including the Los Angeles, San Bernardino, San Diego, and San Jose markets.





Service Approach



- ▶ PATH Ventures knows many of our tenants have been unsuccessful in other housing environments.
- ▶ Ending homelessness means working with our tenants to address behaviors that can jeopardize housing stability.
- ▶ PV staff create opportunities for tenants to gain, practice, and implement new skills to improve chances of remaining stably housed.
- ▶ Use of evidence based practices, including harm reduction strategies, allow staff to start “where the person is at” and address the individual’s identified needs, allowing trust and rapport to develop between staff and tenants

Partners in Housing Retention



Service Providers

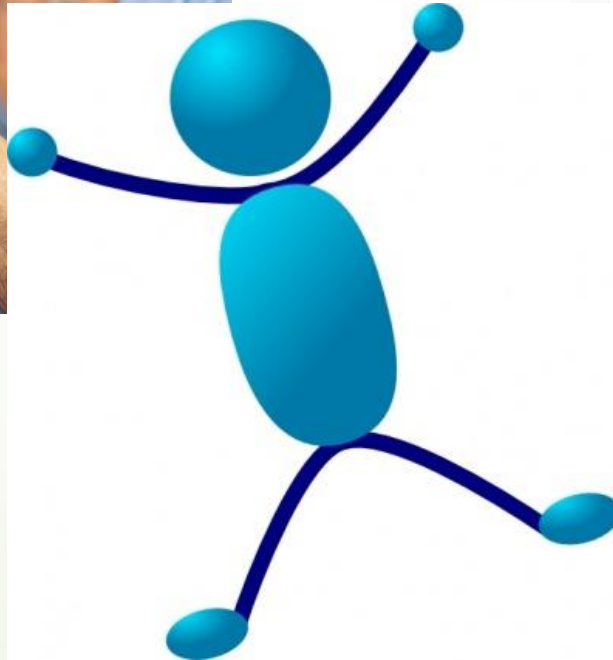


Property Management

Partners in Housing Retention



Service Providers




Property Management

4-Step Housing Retention Procedure

- Based on the idea of escalating responses to disruptive behaviors
- Designed to capitalize on the strengths of each player in the housing team.
- Dependent upon quick response times






Step One: example, potential lease violation, display of atypical behavior (ex. late rental payment, etc.)

PROPERTY MANAGEMENT:

SUPPORTIVE SERVICES:




Step One: example, potential lease violation, display of atypical behavior (ex. late rental payment, etc.)

PROPERTY MANAGEMENT:

- Within 72 hours, coordinate meeting with SS to verbally clarify expectation with tenant in joint meeting
- Discuss during weekly Housing Team Meeting meeting
- Notes interaction in Property Management chart

SUPPORTIVE SERVICES:


- Attend joint meeting with PM to offer support, clarification, and advocacy, as needed.
- Follows up with casual conversation, one to one
- Coordinate between onsite and community service providers
- Assesses for ongoing challenges to follow guideline
- Identify supports to meet expectation



Step Two: a reasonable period of time passes with no change. rent remains unpaid, neighbor issues have not been resolved, and a clear lease violation has occurred.

PROPERTY MANAGEMENT:

SUPPORTIVE SERVICES:




Step Two: a reasonable period of time passes with no change. rent remains unpaid, and a clear lease violation has occurred.

PROPERTY MANAGEMENT:

- Issues written lease violation - states specific item of lease that is violated
- Notifies PV with CC of notice
- Brings item to weekly meeting

SUPPORTIVE SERVICES:


- Meet individually with tenant within the week.
- Explore situational factors and assess barriers
- Identify community resources
- Connect to necessary supports to follow lease
- Verbally agree to housing retention plan
- File notice in the chart



Step Three: the tenant issue remains unresolved. if there has been a designated time period for correction, that time has passed. In cases where tenant or staff safety is at risk, plans may immediately escalate to a step 3.

PROPERTY MANAGEMENT

SUPPORTIVE SERVICES:



Step Three: the tenant issue remains unresolved. if there has been a designated time period for correction, that time has passed. In cases where tenant or staff safety is at risk, plans may immediately escalate to a step 3.

PROPERTY MANAGEMENT

- Issues additional notice Cure or Quit
- Notifies PV with CC of notice
- Brings item to weekly meeting
- Coordinate meeting with tenant and SS

SUPPORTIVE SERVICES:

- **Creates Written Housing Retention Plan, with date to review intended plan and results** (note: will create updates if needed, upon plan review date)
- Identifies barrier and 3 support items to resolve.
- Coordinates enhanced support with key partners
- Bring plan to meeting with tenant and Property Manager
- Set regular meetings to support in plan details

Housing Retention Worksheet

- Tenant Name:
 - _____
 - _____
- Case Manager Name:
 - _____
 - _____
- Date of Plan:
 - _____
 - _____
- Lease states:
 - _____
 - _____
- Why is this part of the lease hard to follow?
 - _____
 - _____

- **Support Item 1:**
 - Steps to be taken by tenant:
 - _____
 - _____
 - Steps to be taken by the case manager:
 - _____
 - _____
- **Support Item 2:**
 - Steps to be taken by tenant:
 - _____
 - _____
 - Steps to be taken by the case manager:
 - _____
 - _____
- **Support Item 3:**
 - Steps to be taken by the tenant:
 - _____
 - _____
 - Steps to be taken by the Case Manager:
 - _____
 - _____



Step Four: The time period designated by the Housing Retention Plan has passed and there has been no reasonable update in the concern.

PROPERTY MANAGEMENT:

SUPPORTIVE SERVICES:



Step Four: The time period designated by the Housing Retention Plan has passed and there has been no reasonable update in the concern.

PROPERTY MANAGEMENT:

- Sends tenant to legal.
- Will not accept rent.
- Notifies PV through copy of notice
- Will attend court date, if tenant contests notice to vacate

SUPPORTIVE SERVICES:

- Assists tenant with relinquishing to avoid eviction
- Ensure the tenant respond in the designated time frame for court date
- Look for community resources and supports.
- Connect to legal services if tenant wants to fight eviction.
- Explores tenant's housing options.
- Identifies alternative housing
- Problem solves potential issues to obtaining apartment (budgeting, etc)



Vignette



Vignette #2

Mary is a 47-year old white female. She was homeless for 12 years, living in an encampment most of that time. She doesn't disclose many details of her last known permanent address, but shares that she didn't trust her past landlord ("he didn't like me") and indicates she was asked to leave that home. She was referred to PV by DMH.

Since moving in, Mary has not welcomed case managers into her home for home visits, despite multiple engagement attempts.

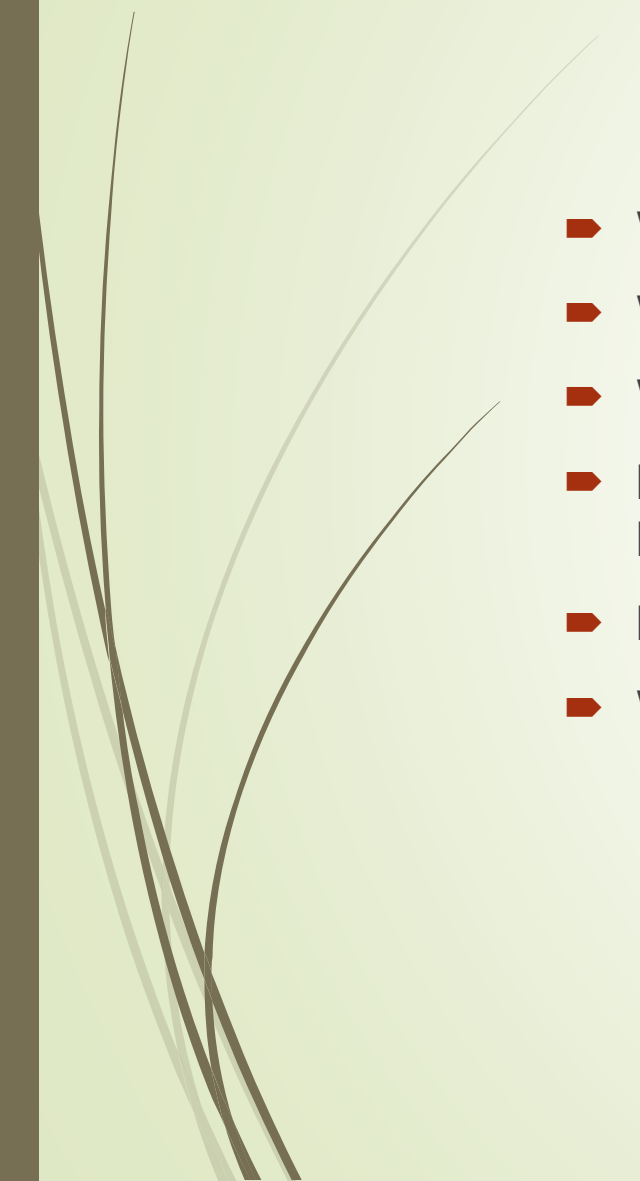
After 6 months, Property Management conducts a building inspection and learns that her apartment is cluttered with extensive books, papers, and mechanical equipment.

Property Management asks for your support with the tenant in preparing for the re-inspection in two weeks. Property Management expresses irritation regarding the "hoarding."





Vignette Questions (5 minutes)

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- What observations do you make?
 - What strengths and supports may the tenant already have?
 - What challenges can you anticipate?
 - How do you plan to gain tenant's buy-in in developing a Housing Retention Plan?
 - How do you plan to gain Property Management buy-in?
 - What hands-on housing retention interventions may you recommend?



Open Discussion





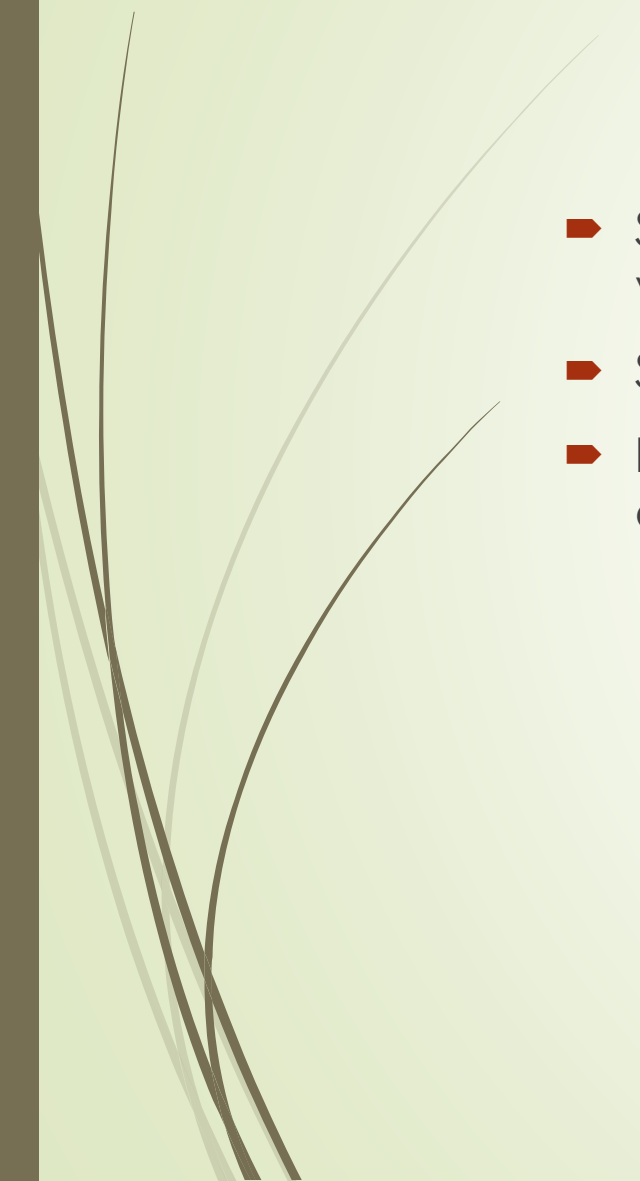
Initial Findings



- Collected data between November 2017 and March 2018
- Of 357 units, 41 people entered into Housing Retention Plans
- 39 people successfully retained housing after engaging in Retention Planning Process.
 - That's 95% success!!!

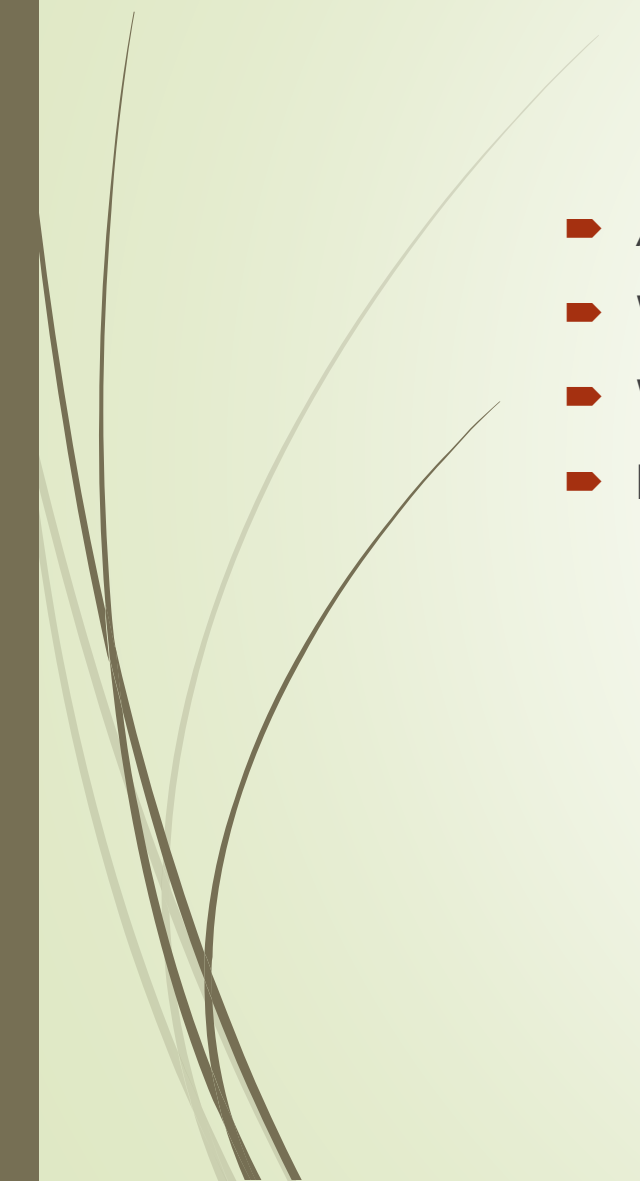


Considerations for Future

- Some people are still engaged in retention planning with active lease violations.
 - Some people declined Housing Retention efforts
 - In some cases, opportunities for Housing Retention Plans were declined by ownership and property management due to severity of issue.
- 



Additional Considerations

- Are there additional partners to involve in Housing Retention dialogues?
 - What if there are multiple violations occurring simultaneously?
 - What if a significant period of time has passed since a HRP was created?
 - How is (or isn't) a Retention Plan used for potential safety threats?
- 



Q & A

- Would this procedure work in your settings?
- Are there community considerations to implement this procedure?
- Are there political, or systemic considerations for your communities?
- Are there other potential limitations that may create implementation barriers? Funding? Rental Market?



Contact Information



Laura Sandoval, ASW, CPRP

Director of Permanent Housing, South

LauraS@epath.org

Maria Brown

Director of Permanent Housing, Metro

MariaB@pathventures.org