

# Session Starting Shortly!

**Everyone is muted to reduce background noise.**



**background noise.**

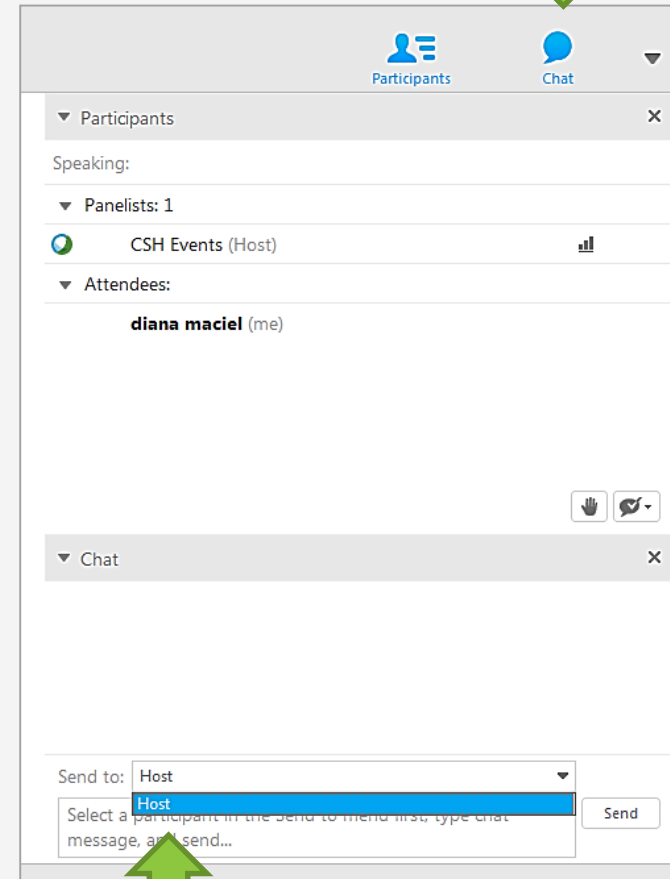
## Have a question?

Type into the Chat box.  
Enable Chat by clicking the icon in the top right corner.

## Audio Trouble?

Option 1 – Log off and restart the event.

Option 2 – Chat to Host.



# Housing First: Property and Housing Management Session 3

*May 2016*



# WELCOME AND AGENDA

Welcome!



# Introducing CSH: What We Focus On

**CSH advances housing solutions that:**



**Improve lives of  
vulnerable  
people**



**Maximize public  
resources**



**Build strong,  
healthy  
communities**

# Session 2: Homework Debrief

- **Session 2 Homework:**

- *Respond to the below scenario:*

Cynthia is a good tenant, and enjoying life to the fullest. This involves drinking and drugging on a fairly regular basis. This behavior is not interfering with her ability to pay the rent, relate well to her neighbors, or follow through with medical appointments.

You think she should seek treatment and have researched inpatient options for her.

What potential engagement challenges do you think could come up within this scenario?

# Agenda

- **Quality property and housing management**
- **Coordinating property/housing management and supportive services**
- **Tenant selection**
- **Leasing process**
- **Legal considerations**
- **Ensuring the confidentiality and security of tenant information**

# QUALITY PROPERTY AND HOUSING MANAGEMENT



# Forms of Property Management

1)

Project sponsor owns the project or leases the units **+** and provides the property management

2)

Project sponsor owns the project



but contracts for PM services from a PM company

3)

Project sponsor master-leases units



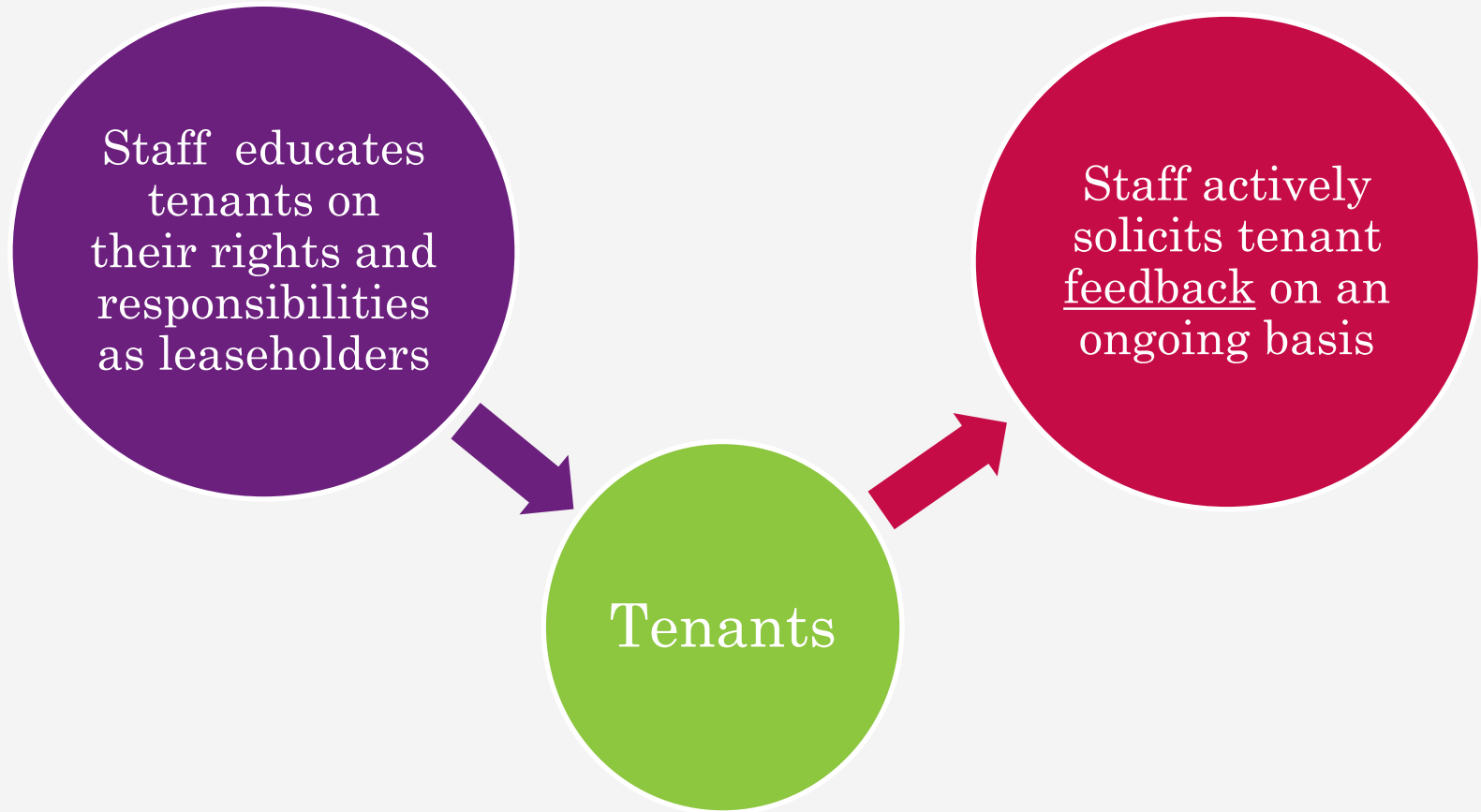
from a private property owner who continues to manage the units

4)



Tenants directly lease units from private market landlords

# Tenant-Centered



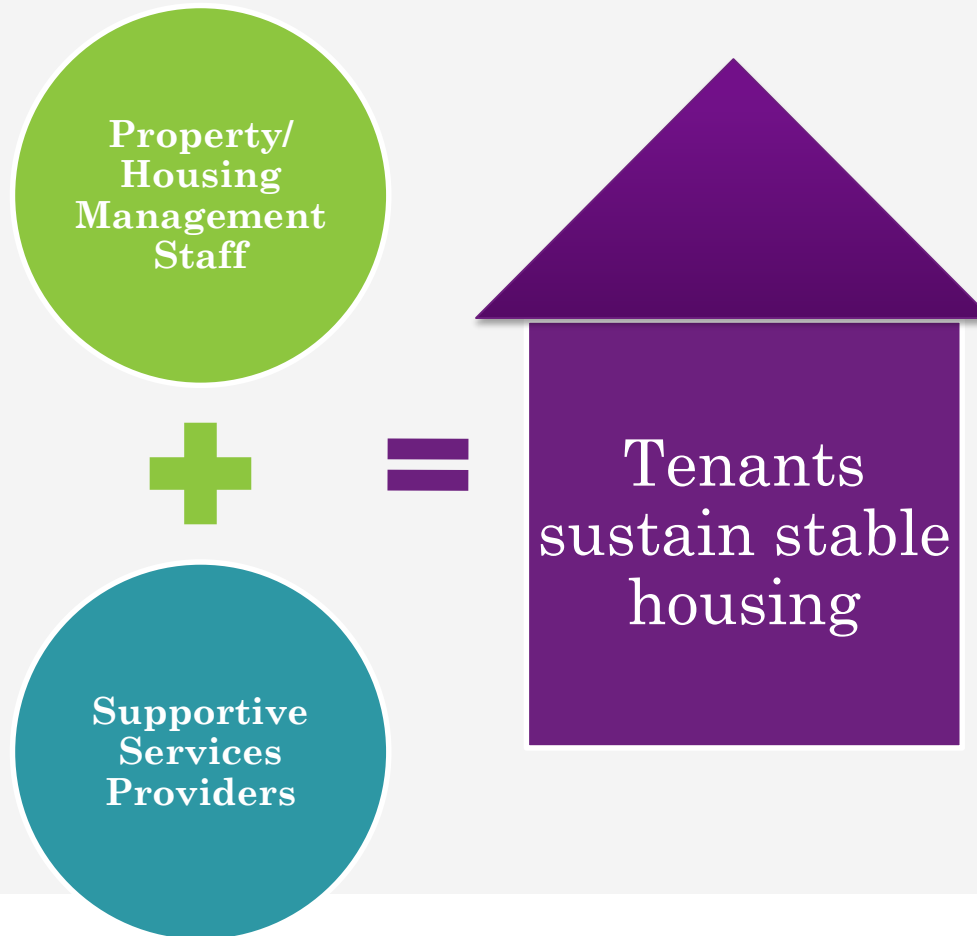
# Accessible

Tenants move  
into housing as  
quickly as  
possible

Process  
accommodates  
their varying  
backgrounds and  
cultural needs



# Coordinated



# Integrated



**All tenants are offered a choice with regard to their housing unit and have a lease identical to those of tenants who are not in PSH/RRH**

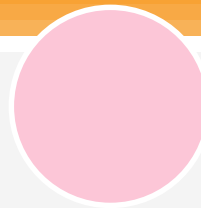
# Sustainable

Staff regularly  
inspects and  
proactively  
maintains the  
housing

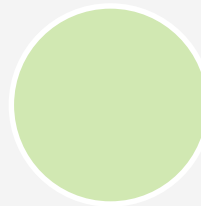


# COORDINATING PROPERTY/HOUSING MANAGEMENT AND SUPPORTIVE SERVICES

# Key Areas of Coordination



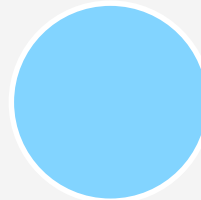
Educating and supporting tenants



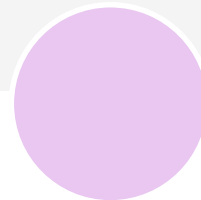
Soliciting and using tenant input



Keeping tenants stably housed



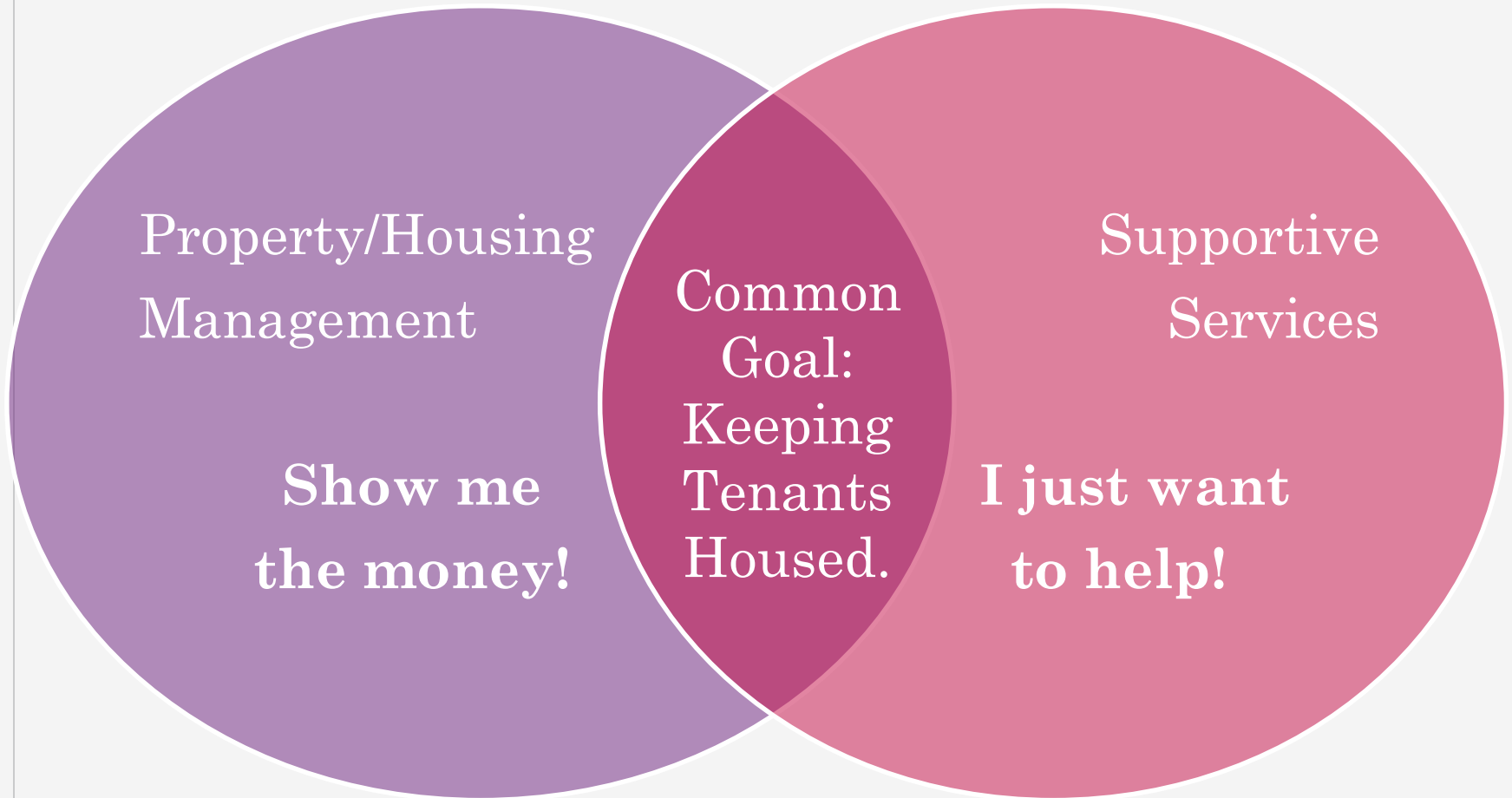
Ensuring the ongoing quality of the physical unit



Tracking outcomes and improving quality



# Perception of Roles



# Clarifying Roles

**Write it down!**

**Cross train**

# Communication Among Staff

- **Schedule regular forums for supportive services and property/housing management staff to discuss:**
  - Their roles and any needed clarifications
  - Coordination of their efforts
  - Any current issues
  - Gaps in services and/or operations

# Housing Management and Coordination

- **Connect with property managers/owners shortly after move-in (with tenant permission)**
- **Provide clear and accurate contact information and procedures**
- **Respond promptly to any concerns raised**
- **Establish and meet regularly with a landlord advisory group**

# TENANT SELECTION

# Overview

- **Tenant Selection Plans are an integral part in the development of PSH/RRH housing**
- **Tenant Selection Plans are the written policies and procedures on:**
  - How units will be marketed;
  - Who is eligible for housing units;
  - Occupancy requirements;
  - Waitlist procedures; and
  - Other tenancy requirements such as re-certification, grievances, and lease considerations

# Goals

- **To ensure that when housing units come online they are linked to the coordinated entry system**
- **To ensure the right tenant match is made based on prioritization and eligibility**
- **To ensure that there is a fair and equitable process for selection of tenants for housing units**
- **To ensure housing projects are meeting Fair Housing laws**

# Considerations

- **The Detroit CoC has a Coordinated Access Model (CAM) using CoC prioritization policies that your project must accept referrals from**
- **Funding sources may have requirements on sub-population or income restrictions that the project or units must adhere to**



# LEASING PROCESS

# Leases in RRH/PSH

What is the purpose of a lease?

Why is having a lease important?

How can supportive service staff help tenants understand what it means to have a lease?



# LEGAL CONSIDERATIONS

# What is Fair Housing?

## Provide Equal Access without Discrimination

**Sale of  
housing**

**Rental of  
housing**

**Design  
(accessibility)  
of housing**

**Mortgage  
lending**

**Advertising**

**Insuring**

# Federally Protected Classes

Race

Color

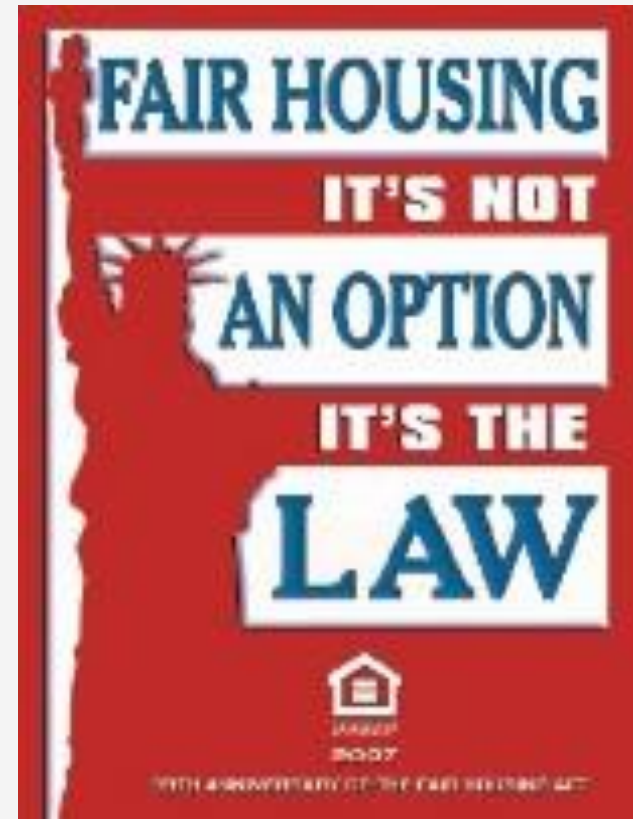
National Origin

Religion

Sex (Gender)

Disability

Familial Status



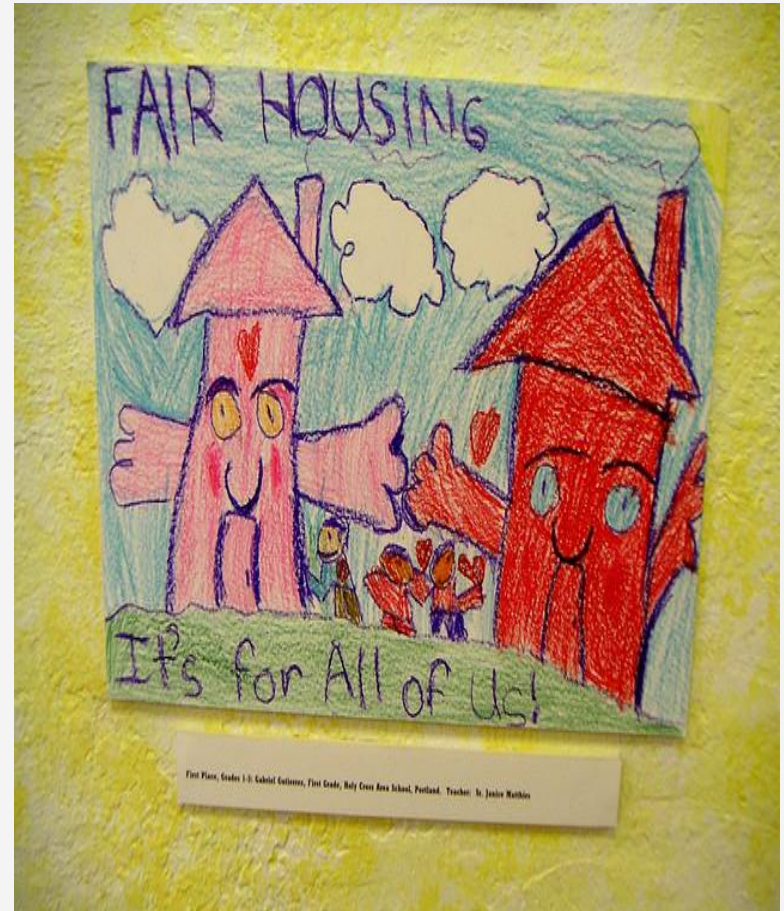
# Local Laws Add Protected Classes

Michigan State Laws: Elliott-Larsen and Disability Rights

Age

Marital Status

City or County Residential Housing



# Serving Designated Populations



Persons with Disabilities

People with HIV / AIDS



People in Recovery

Veterans



# Fair Housing Quiz

## 1. Which is not one of the federally protected classes?

- a. Race
- b. National Origin
- c. Marital Status
- d. Gender





# Impact on Homeless Housing Providers

- **Who may be held responsible for housing discrimination?**
  - All parties related to the transaction
  - Responsible to respond to the allegations, produce documentation, and be available for interviews.
  - Funders can be liable as well.
  
- **Best Practice**
  - Educate all staff regarding fair housing requirements
  - Establish and train staff on policies and procedures that comply with fair housing
  - Establish a fair housing response protocol

# ENSURING THE CONFIDENTIALITY AND SECURITY, OF TENANT INFORMATION

# HIPAA: Protected Health Information (PHI)

- **PHI is individually identifiable information relating to the past, present or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present or future payment for health care provided to an individual.**
- **To share PHI, must obtain from tenant a signed “Authorization for Disclosure of Protected Health Information” often referred to as a consent form.**

# Best Practices for Scattered-Sites

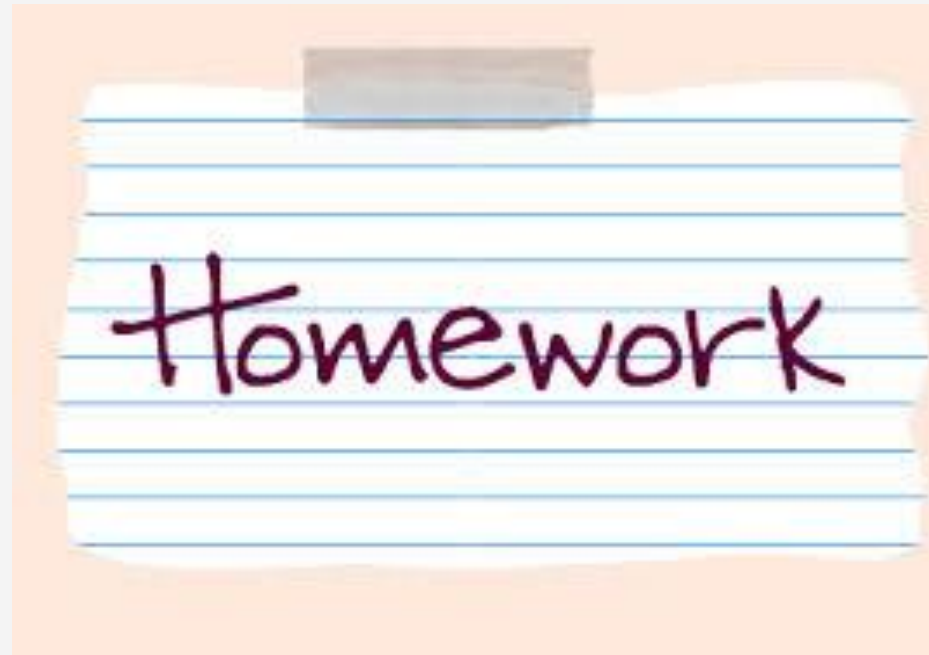
- **Staff who travel need access to centralized records**
- **When possible, have locked office or storage space at frequently visited sites for paper records**
- **Secure laptops: Passwords, fingerprint readers**
- **Training for staff on maintaining confidentiality in the community**
- **Clear policies and procedures regarding sending electronic records or data to central records system, and copying information**
- **Clear policies and procedures regarding transportation of paper files**
- **Established schedules for submitting tenant data to central records**

# WRAP-UP

# Questions?



# Homework



# Next Session Information: Property and Housing Management

**Tenant-Centered**  
**Friday, May 13**  
**11-11:45 AM**



THANK YOU!

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