

# Session Starting Shortly!

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



**background noise.**

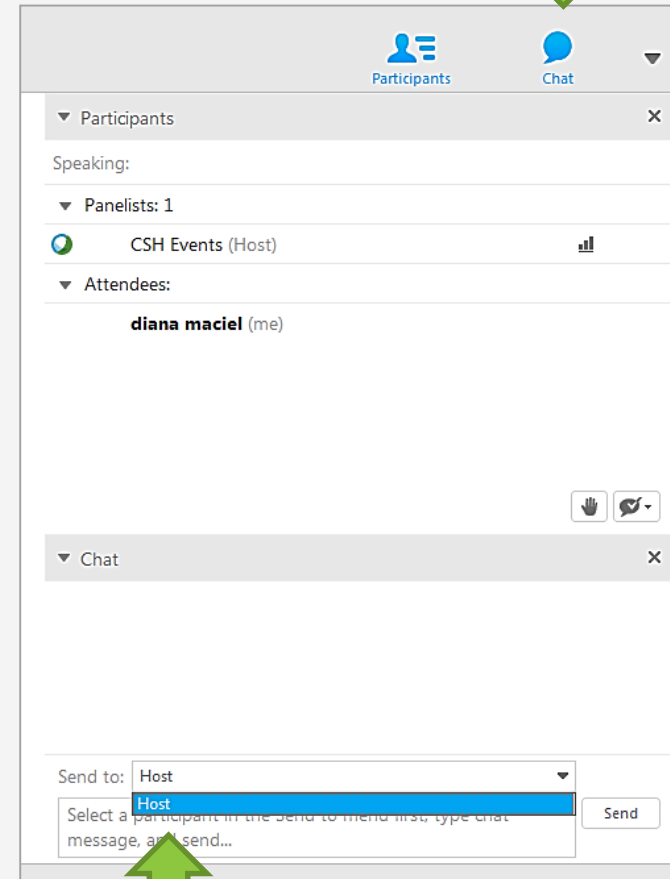
## Have a question?

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: Project Design and Administration Session 5

*May 2016*



# WELCOME AND AGENDA

Welcome!



# Our Mission

Advancing housing solutions that:



Improve lives of  
vulnerable  
people



Maximize public  
resources



Build strong,  
healthy  
communities

# Session 4: Homework Debrief

- **Session 4 Homework:**
  - Think through the scenario and provide your response.
    - Jessica has just been elected to serve as a consumer representative on your agency's board of directors. She will be serving with 12-14 business leaders, landlords, university professionals, and the CEO. You have your first meeting with her tomorrow to explain how the board works.
    - How do you prepare Jessica for her first board meeting? What steps do you take to continue to build her voice?

# Agenda

- **Project planning overview**
- **Fit of PSH/RRH with organization**
- **Identify target population**
- **Project sponsor**
- **Project goals**
- **Project model**
- **Staff and partner roles**

# PROJECT PLANNING OVERVIEW



# Components of a Quality Project

- **Tenant-Centered**: Tenants play an active role and partners share a common commitment
- **Accessible**: Housing is affordable, in a location that meets tenants' needs and accommodates persons with special needs.
- **Coordinated**: Roles, responsibilities and communication strategies are clearly established
- **Integrated**: Project meets or exceeds community standards
- **Sustainable**: Funding is adequate for its ongoing operations and allows it to target its intended tenants

# Planning for Project Success

**What makes a  
project  
successful?**

# Lessons Learned

**What causes  
projects to  
struggle?**

# Project Planning Components

**Is PSH/RRH right for your organization?**

**Target population**

**Project Sponsor**

**Project Goals**

**Model**

**Roles**

**Partners**

# FIT OF PSH/RRH WITH ORGANIZATION

# Is PSH/RRH Right for Your Organization?

**Connects  
tenants with  
community**

**Is affordable**

**Provides  
tenants with  
leases**

**Engages  
tenants in  
voluntary  
services**

**Coordinates  
among key  
partners**

**Targets  
households  
with barriers**

# IDENTIFY TARGET POPULATION

# RRH Target Population

- **Includes many types of households experiencing homelessness. Example of households that may benefit from the intervention are:**
  - Those with no income
  - Those with disabilities
  - Those with poor rental history
- **Does not include households that:**
  - Can exit homelessness with little or no assistance
  - Are experiencing chronic homelessness and who need PSH
  - Are seeking a therapeutic residential environment





# PSH Target Population

- **Households experiencing homelessness that may benefit from the intervention include those who:**
  - Are chronically homeless
  - Cycle through institutional and emergency systems and are at risk of long-term homelessness
  - Have intellectual and developmental disabilities
  - Have chronic health conditions
  - Are being discharged from institutions and systems of care
  - Without housing, cannot access and make effective use of treatment and supportive services



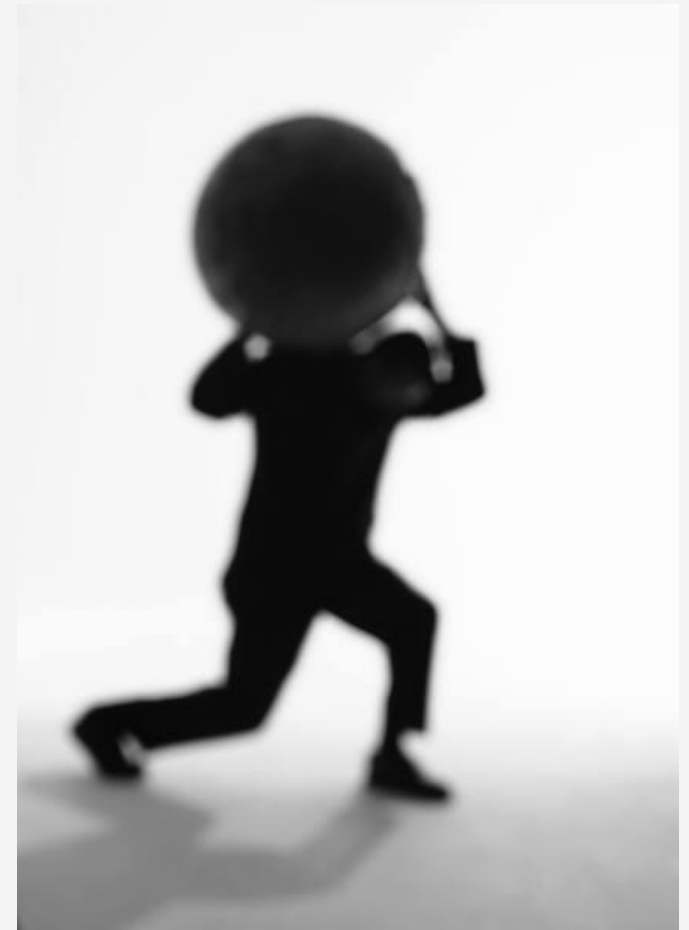
# Unique Needs

- **What are some of the unique needs of PSH/RRH subpopulations?**
  - Ex-offenders
  - Persons with serious mental illness
  - Chronic substance users
  - Persons with intellectual and developmental disabilities
  - Persons living with HIV/AIDS
  - Veterans
  - Victims of domestic violence

PROJECT SPONSOR

# Responsibilities

- **Lead from start to finish**
- **Recruit and select partners**
- **Convene partners**
- **Create timeline and workplan**
- **Monitor progress**
- **Ensure tenant participant**
- **Lead funding efforts**



# PROJECT GOALS

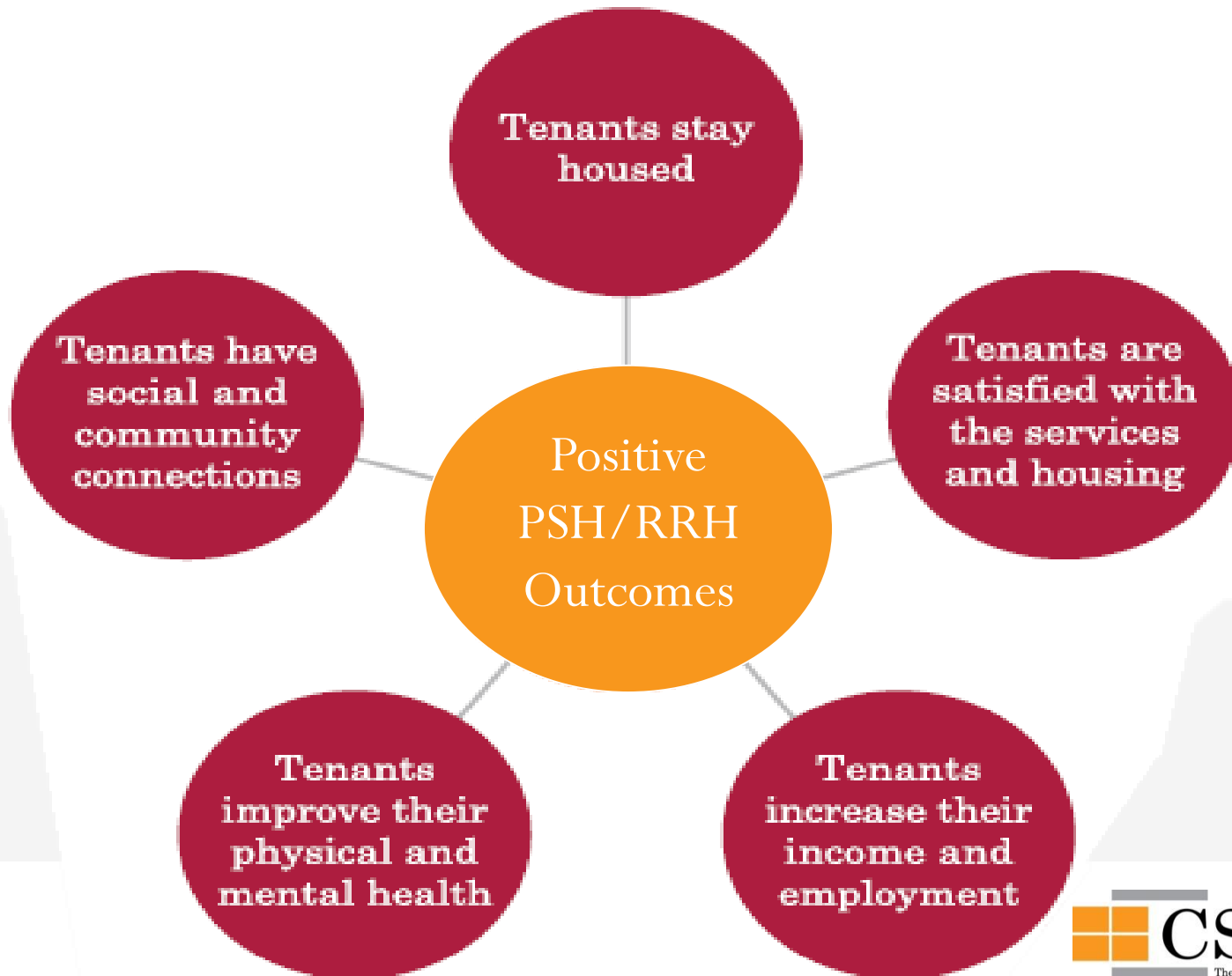
# Background on System Performance

- **Homeless System = Coordinated system of options**
- **NOT ≠ Programs and Funding that operate independently**
- **HEARTH Act requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types.**
- **CoC's are required to report to HUD their system-level performance.**

# HUD's 7 System-Level Performance Measures

- 1) Length of time persons remain homeless
- 2) The extent to which persons who exit homelessness to PH destinations return to homelessness
- 3) Number of homeless persons
- 4) Jobs and income growth for homeless persons in CoC Program-funded projects
- 5) Number of persons who become homeless for the first time
- 6) Homelessness and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects
- 7) Successful housing placement

# Core Outcomes for Tenants in PSH/RRH





# Recap Quiz

- **Which of the below measures are part of HUD's system-level performance measures? (check all that apply)**
  - ❑ Length of time persons remain homeless
  - ❑ The extent to which persons who exit homelessness to PH destinations return to homelessness
  - ❑ Number of persons who enter emergency shelters
  - ❑ Jobs and income growth for homeless persons in CoC Program-funded projects
  - ❑ Number of persons who become homeless for the first time

# PROJECT MODEL

# Single or Scattered Site

- **Will the units be located in one building or scattered throughout multiple properties or buildings?**



# Service Delivery Strategy

- **What is the overall strategy for the delivery of supportive services?**
  - On-site
  - Community-based
  - Mobile

# STAFF AND PARTNER ROLES

# Who's On the Team?

**Project Team – a group of professional consultants, service vendors, and other nonprofit organizations that collectively bring all of the skills, expertise, knowledge, and experience to bear on the development and operation of a project.**

# Key Partners

- **Project Sponsor: the buck stops here**
  - Long-term control and legal responsibility
- **Developer: from idea to occupancy**
  - Very different from management and services
- **Property manager/housing manager/landlord: real estate operations**
  - Lynchpin of financial and physical viability
- **Service provider**
  - The support in PSH/RRH housing

# PSH/RRH is Not a Solo Act

- **PSH/RRH brings together 3 very different disciplines:**
  - Supportive services
  - Housing and property management
  - Development (if building)
- **Variety of partners needed to make projects successful**



# Keys to Success

- **Similar mission and goals**
- **Earn trust over time**
- **Everyone contributes to the partnership**
- **Clear and constant communication**
- **In it for the long-haul**
- **Sharing and collaboration**
- **Mutual respect**

# MOUs

- **Outline roles and responsibilities of partners**
  - Do not replace/substitute contracts
- **Iterative process**
- **Include:**
  - Guiding principles
  - Responsibilities
  - Scope of Services for partners
  - Funding
  - Terms

# WRAP-UP

# Questions?



# Office Hours

**Office Hours**  
**Friday, May 27<sup>th</sup>**  
**2 - 3:00 PM**

# *Thank You*

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