

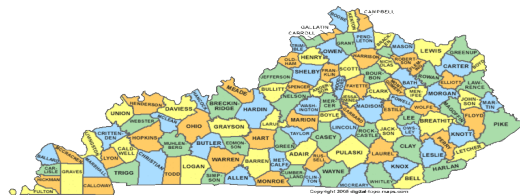
Supportive Services without A Coordinator

October 9, 2018



Who am I?

- Lindsey Bishop Gilmore



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About CSH



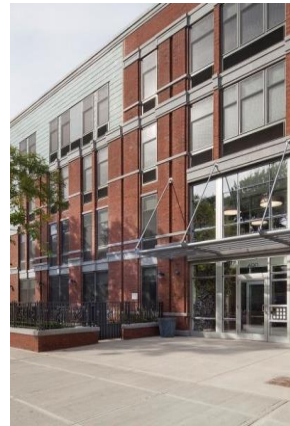
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- Creating Your Property Management Dream Team

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First, a little
context...

Affordable Housing
+
Intentional Connection & Delivery of
Services
=
Supportive Housing

Evictions

Why do you want to avoid evictions?

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Role Discussion

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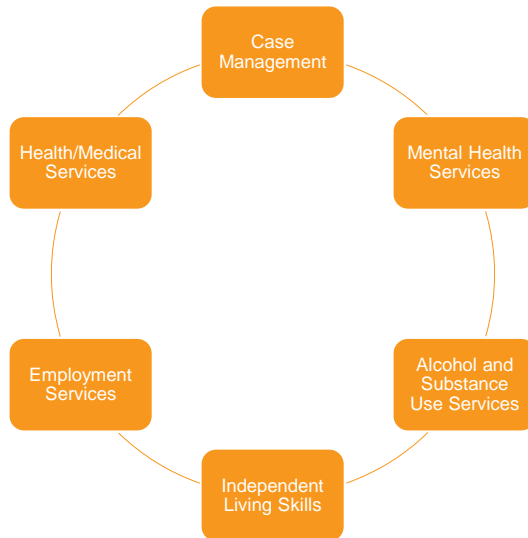
Traditional Property Management Role



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Traditional Service Provider Role



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Case Management Definition (NASW)

A process to plan, seek, advocate for, and monitor services from different social services or health care organizations and staff on behalf of a client.

The process enables social workers in an organization, or in different organizations, to coordinate their efforts to serve a given client through professional teamwork, thus expanding the range of needed services offered.

Case management limits problems arising from fragmentation of services, staff turnover, and inadequate coordination among providers.

Case management can occur within a single, large organization or within a community program that coordinates services among settings

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Case Management and Service Provider Process



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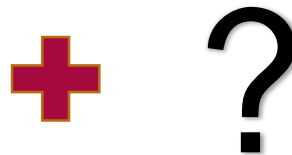
Serving "Difficult" Tenants

- Fear
- Feeling Powerless
- Emotional, Physical, Mental Impairment
- Needing Attention
- Differences in Culture
- Culture Shock

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Non-Traditional Property Management Role Focused on Preventing Evictions



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Preventing Evictions: At Move In

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Residential
Engagement
At Move In

Why is it important to engage residents right from the start?

How do you engage residents when they first move in?

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Establishing a Good Relationship from the Start



Starting with Move-In Day

Move In Day Exciting But Scary



- Create fun (not just filling out paperwork)
 - Leverage existing tenants – Ask existing tenants to show new tenants around
 - Find out what new tenant is interested in – and introduce to existing tenants with similar interests
- Inform existing tenants of new people moving in



Assisting Resident with Adjustments to Housing

- Safety
- Support and Acceptance
- Opportunities to Achieve Goals
- Assistance Meeting Obligations of Tenancy



Keys to Good Customer Service

Communication

Patience

Appreciate Customers

Apologize

Define and Measure



Example Property Management Service Commitments

1. Warm Greetings & Interactions every chance we get
2. Professional Appearance every day
3. Service through Helping
4. Be Present and Respectful at all times
5. Stay calm in the eye of the storm
6. Strive for the best environment to be in and work in



Tenant Education

How do you
educate tenants
when they first
move in?

Tenant Education

Lease Walk-Through

- Key leaseholder responsibilities such as timely payment of rent, taking care of their unit and its surroundings, and not disturbing neighbors.
- Their accountability for the actions of everyone in the household and any guests.
- Behaviors that can threaten their housing, such as violent or threatening behavior, theft or destruction of property, causing serious health, fire or safety hazards, and engaging in illegal activities within unit.
- Service agencies and landlords are not responsible for the loss of personal property, and are not liable for personal injury that takes place in tenants' new homes.

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Tenant Education

Provide Written Guidance

- How to operate smoke detectors and fire extinguishers
- How and when to call 911
- How to evacuate the unit/building
- How to operate locks and lights
- How to get and use cleaning supplies, and how often to clean
- What to do if the toilet clogs
- Who takes the garbage out and to where
- Who repairs what; how to handle and prepare food in a safe manner
- Pet rules

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Tenant Education

Ensure Understanding

- Ensure that tenants have access to multilingual staff, translated materials, and/or interpretation and translation services, so that they can understand the materials and explanations provided.

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Tenant Education

Apartment Walkthrough

- Use this as an opportunity for education and rapport building
- Explain how to use and maintain apartment features
- Inform tenant what they are responsible for repairing beyond normal wear and tear.

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Tenant Education

- Provide a move-in packet with access to resources, services, transportation information, etc.
- Tenant training on how to be a good neighbor, maintaining a budget.
- Assigning a “buddy” to orient new people to the building.
- Provide a customized refrigerator magnet on the door of the fridge about who to call with issues.
- Others?

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Preventing Evictions: After Move In

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Tenant Feedback

- ✓ Staff actively solicits tenant feedback on their housing units/building.
- ✓ Tenants can provide feedback in multiple ways (e.g. written, oral, online).
- ✓ There is a tenant council or another tenant-led group that meets regularly to provide input and plan activities.



Tenant Feedback

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Communication with Tenants

- ✓ Staff clearly communicates the process to make property management requests and the timeline for receiving a response.
- ✓ Tenants know who to contact in the event of an emergency.
- ✓ Tenants know where to get information on services and community opportunities



Communication with Tenants

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Examples of Community Activities

- Community Gardening/ Beautification Activities
- Door Decorations for holidays
- Classes (do not call them groups) – cooking, grocery shopping, crafting, creative writing, others?
- Welcoming new tenants to the building
- Potlucks with theme
- Others?



Informal Strategies

- Place benches or chairs throughout the property to encourage conversation
- Place to share information – bulletin board, email list, etc.
- Others?



Connecting to Supportive Services

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Step 2: Compile a List of Community Resources

- #211
- Community Action Agencies – HEAP, PIPP
- United Way
- Job and Family Services
- Ohio Benefit Bank
- Catholic Social Services
- Ohio Foodbanks
- Local Settlement Houses
- What else?

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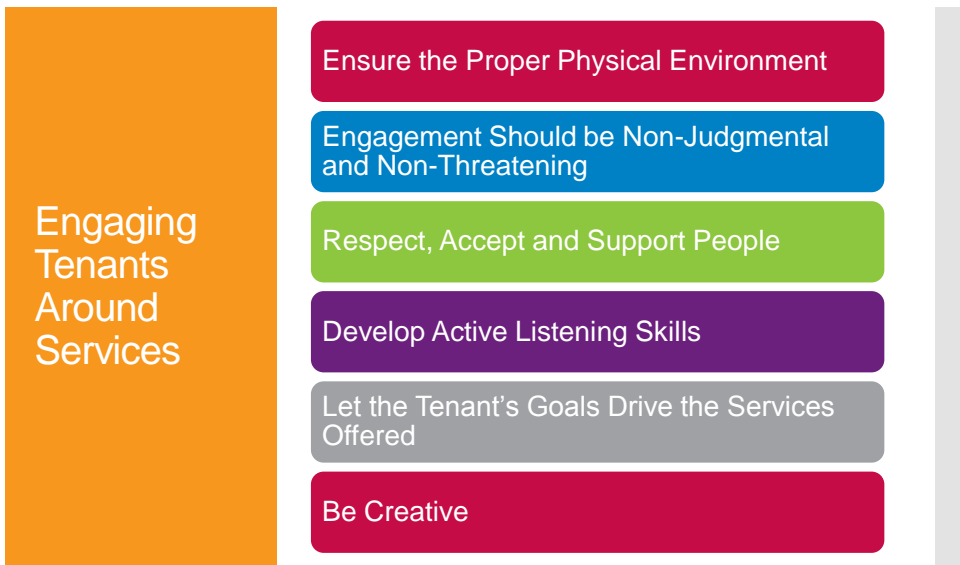
Step 3: Connect to Resources

- Build relationships with Agencies
 - Introduce yourselves
 - Find out who they work with
 - Ask how clients access their services
 - Ask how you can refer clients





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Next Steps

- Diving into Services without a Coordinator:
 - Support of Leadership
 - Training needed
 - Partners needed
 - Setting expectations, boundaries and policies
 - Create time to do the work
 - Communication plan
 - Measuring and evaluating

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THANK YOU!



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