



Mercy Housing



Transforming Lives
Through Affordable
Housing



Mercy Housing

Mission: To create **stable, vibrant and healthy communities** by developing, financing and **operating affordable, program-enriched housing** for families, seniors and people with special needs who lack the economic resources to access **quality, safe housing opportunities.**

Family



Permanent
Supportive



Senior





Permanent Supportive Housing

PSH is a long-term, community-based, permanent housing approach that has supportive services.

- On-site services are voluntary, flexible and individualized
- A resident's retention of housing is not contingent on participation in mental health treatment.
- There is no defined length of stay. PSH enables special needs populations to live as independently as possible in a permanent setting.
- PSH has been shown to be an effective intervention for people who have multiple barriers to finding and maintaining stable housing.

The primary purpose of supportive services is to enable residents to maintain their housing, maximize each resident's ability to live independently, and achieve their personal goals. PSH OE Chap 2



Permanent Supportive Housing

Evidence of the Success

- PSH helps people exit homelessness quickly and remain housed. 98% resident retention rate.
- PSH residents report an increase in perceived levels of autonomy, choice, and control.
- PSH residents using supportive services are more likely to participate in job training programs, attend school, discontinue substance use, have fewer instances of domestic violence, and spend fewer days hospitalized than those not participating.
- One study found an average cost savings on emergency services of \$31,545 per person housed in a PSH unit over the course of two years.
- Another study showed that a PSH unit plus services could cost up to \$23,000 less per person per year than a shelter program. (Source: Fact Sheet: Housing First (2016) National Alliance to End Homelessness www.endhomelessness.org.)



Partnership Principles

RELATIONSHIP BUILDING: WE TAKE TIME TO BUILD RELATIONSHIPS IN THE BEGINNING AND THROUGHOUT THE PROCESS OF WORKING TOGETHER

CONTRIBUTING AND RECEIVING GIFTS: WE ACTIVELY IDENTIFY AND APPRECIATE EACH PERSON'S UNIQUE GIFTS AND PERSONAL POWER, INCLUDING OUR OWN

SHARED GOALS: WE OPENLY SHARE DIVERSE PERSPECTIVES AND CREATE SHARED GOALS, BEFORE ACTING TOGETHER

TAKING ACTION: WE PUT SHARED GOALS INTO MOTION WITH COURAGE, PERSISTENCE AND FLEXIBILITY

CONTINUOUS REFLECTION: WE ACTIVELY LISTEN, SEEK FEEDBACK, SHARE HONESTLY AND ACKNOWLEDGE MISTAKES AT EVERY STEP OF THE WAY

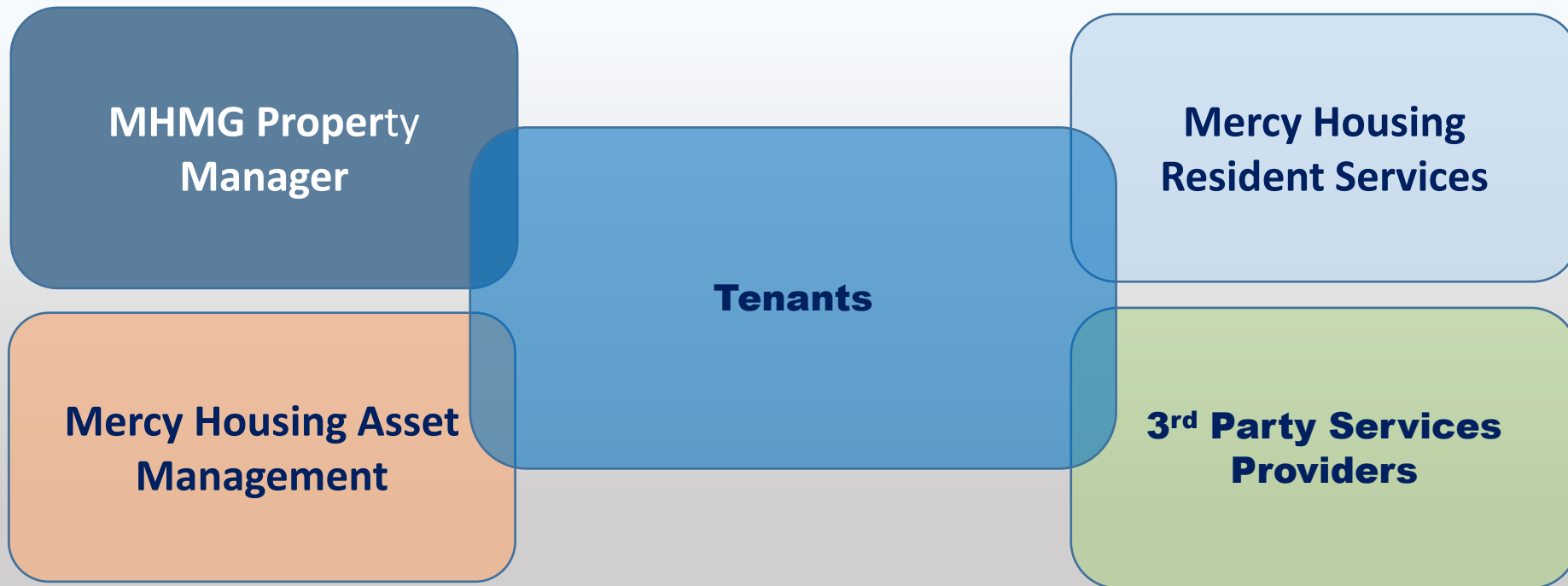
CONFLICT TRANSFORMATION: WE EMBRACE CONFLICT AS A NATURAL OCCURRENCE WHICH CAN LEAD TO CREATIVE SOLUTIONS AND PERSONAL TRANSFORMATION.





Partnership and Collaboration

All staff and partners play a crucial role in the stability of residents' lives and in their ability to be successful residents.





Collaboration Approach

Our PSH and Mixed PSH communities involve multiple entities including Property Management, Resident Services, and often multiple 3rd Party Service Providers. With this structure, each agency commits to engaging in and creating a spirit of partnership at the community.

For this collaboration to be successful, each arm of the partnership steps in on each Housing Stability issue to discuss the best possible outcome, while ensuring the well being of the community.

RESIDENT SERVICES

PROVIDING ACCESS TO OPPORTUNITY

IMPROVING HOUSING STABILITY



The Challenge

- » Generational poverty
- » One paycheck away from homelessness
- » Complex government programs

The Opportunity

- » Coaching and mentoring
- » Emergency financial assistance
- » Help to access benefits

IMPROVING HEALTH OUTCOMES



The Challenge

- » Limited access to healthy food
- » Limited access to medical support
- » No history of preventative care/healthy behavior

The Opportunity

- » Preventative health services on site
- » Health benefit acquisition support
- » Food bank on site

IMPROVING EDUCATIONAL RESULTS

The Challenge

- » Lack of access to educational support
- » Limited modeling in education success

The Opportunity

- » After-school programs with educational focus
- » Summer programs for kids
- » Family support



ENCOURAGING COMMUNITY ENGAGEMENT



The Challenge

- » No experience or time for community participation
- » No voting history or participation in democracy

The Opportunity

- » Neighborhood volunteer opportunities to give back
- » Voter education and participation

FINANCIAL STABILITY



The Challenge

- » Unbanked
- » No credit
- » Minimum wage jobs

The Opportunity

- » Financial literacy programs
- » Assistance with job search





MERCY HOUSING RESIDENT SERVICES

Community Engagement & Program Implementation

- Resident Services play a key role in the success of our properties and residents through programming designed to address the specific needs of the residents and the community.
- Where Case Managers focus on working with residents on individual goals and transitioning into housing, RSC implements **Resident-Centered and Trauma Informed Community Building** focused on **resident empowerment, self efficacy, and leadership**.
- Examples: Community Connect, Unity Circles, Food Bank, Health Promotion Programming, Employment Workshops, Youth Programming, Art Groups

Partnerships & Community Relationships

- RS partners with case management, property management and external community partners and volunteers to **develop and deliver programs and services to establish stable and thriving environment.**

Housing Stability

- RSC's are a core part of the site team supporting residents in Housing Stability. This includes discussions and decisions on housing instability issues.
- RSC's are trained to implement Mercy's **Housing Support Policy** Process and work with case managers to identify barriers that may impede housing stability efforts.

Delineation of Duties

Property Management

- Day-to-day management
- Compliance with Housing laws and funder requirements
- Enforcement of house rules and lease terms
- Maintenance and repairs
- Management of operation budget
- Communicate housing stability issues to services

3rd Party Service Provider

- Provide referrals
- Support resident through lease up, orientation, etc.
- Development of service plans
- Provision of clinical services
- Links to services and resources
- On-site health services, substance use services, etc.

SHARED RESPONSIBILITIES

- Collaborate on decisions that impact individual residents and larger community
- Report safety concerns
- Provide resident education around housing status, expectations and options.
- Seek to understand resident experience and promote resident voice
- Resident Engagement and Community Building
- Collaborate on Housing support planning
- Decide the least triggering approach to issuing resident notices.
- Explore every possible eviction prevention strategy.

Resident Services

- Coordinate on site programming in accordance with program model
- Partner with outside organizations to bring resources on site
- Organize resident leadership opportunities
- Facilitate community engagement opportunities
- Links to services and resources.



Philosophy: Trauma Informed Approach

Trauma-informed care involves understanding, anticipating, and responding to the impact that trauma has and becoming aware of how to address existing trauma and prevent re-traumatization.



Safety – People who have experienced trauma are more likely to sense threats in their environment.

- *How do we create physical and emotional safety for residents?*

Trustworthiness - It is imperative that staff maintain clarity of task, consistency and boundaries

- *What are ways we build trust through consistency?*

Choice - Lack of choice feels threatening. Staff approach each individual with flexibility.

- *How do we maximize choice and control?*

Collaboration - Partnership is emphasized and there is a balance of power.

- *What are ways to power share between residents and staff?*

Empowerment – Prioritization of empowerment and skill building and self advocacy

- *How can staff ensure residents have an impact in their community and home?*

Cultural, Historical, & Gender Issues – Recognize and actively move past cultural stereotypes and biases.

- *How do we create inclusive communities for all who call our properties home?*



Communication Practices

Effective coordination and communication between the Residents, Property Managers, Case Management(s) and Resident Services is key factor in successful partnership.

Incident Report is completed when an event or series of events that negatively impacts residents, staff, or property.

- Includes details of what happened- where, what, who and the outcome
- Stick to facts only, not opinions

Daily

- Log notes/ Incident Reports
- After hours contact for critical incidents.
- Daily site Staff Check in
- Site team collaboration to address housing stability issues, gather background information, etc.

Weekly

- Weekly Meeting with site staff & supervisors.
- Email communication notifying site team that agreed upon notices will be served.
- Housing support action follow up.
- Supervisor check in- To take place within the first 6 months of a property opening or longer.

Monthly/ Quarterly

- Stabilization/ Partnership Check in- Supervisor and Agency Leads.

As Needed

- Some issues cannot wait until the weekly meeting to address.
- Supervisor check in (weekly, monthly or as needed). LIVE IN HOPE



Standardized Weekly Site Team Meeting

- Housing Stability Issues and Updates
- Pending Move Outs/ Move-ins
- Policy Changes
- Resident Issues/complaints
- Upcoming Inspections
- Time away from the Site
- Resident Complaints
- Maintenance Projects
- Occupancy and Property Performance
- Resident Services Community Programs
- Etc.

Vision:



Property Management, Resident Services, & Service Providers - Standing Meeting Agenda Outline

Attachment A

Property:	/
Date:	
Policy	This meeting will be held on _____ of each week at time . Please ensure that it is scheduled as a standing meeting on your calendars.
Attendees	
Cancellation Policy	If this meeting does not happen, the supervisor must be notified as to the reason for cancellation and when it will be rescheduled. Please note, that the expectation is that these meetings will occur on the scheduled date and rescheduling should only occur due to emergency or Vacation situations.
PROPERTY HIGHLIGHTS	
Ice Breaker:	
Highlights:	

Property Management Communications:

Item to be covered	Resident Information		Notes/Action Items		
	Unit/Type	Name	Issue & Updates	Notice & Date to be issued (if necessary)	Support Plan Check-In
Housing Stability Actions					
Housing Support Plan					
Visiting Issues					

2/11/2021



What is a Housing Support Plan?

Goals:

- Ensure everyone has access to the same opportunities, considerations and services after a lease violation.
- Increase communication with both workgroups will ensure no one gets to eviction before receiving adequate opportunity to address behaviors.

Expectation: Property Managers, Resident Services and Case Management Staff work together to ensure residents' housing is maintained

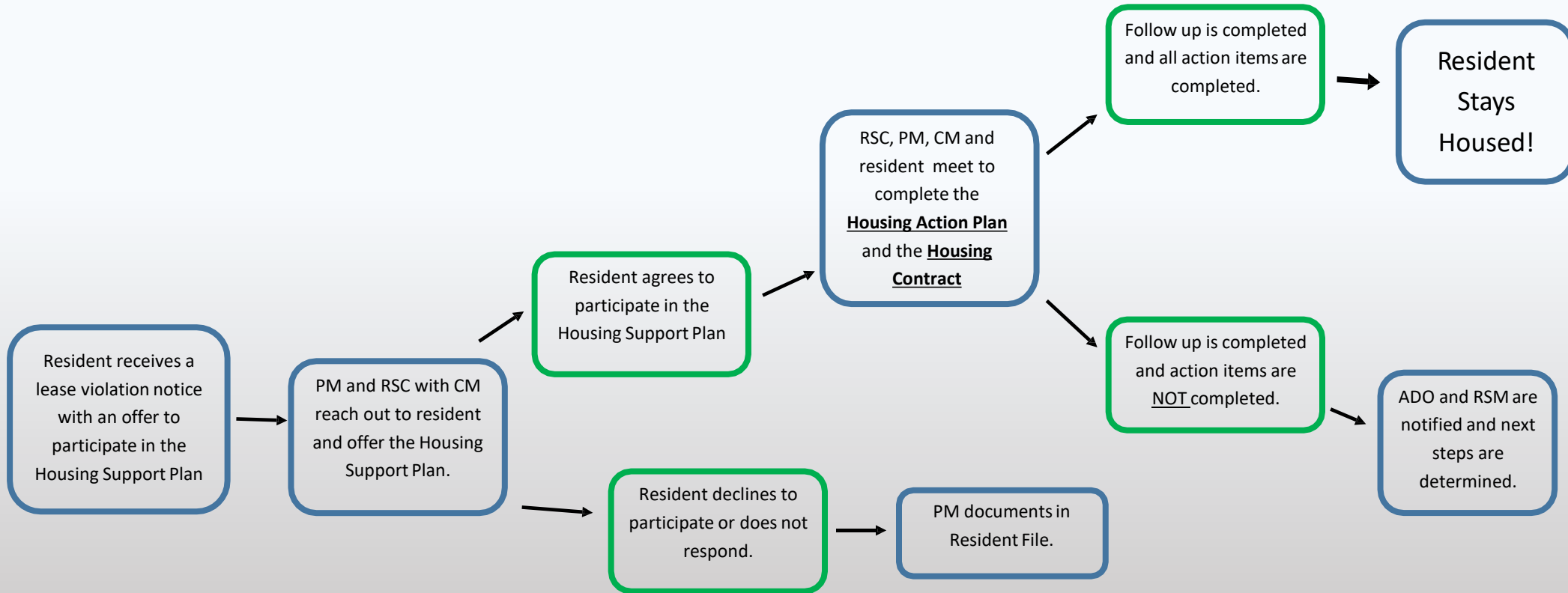
As a Note:

Though the process increases communication at every level, most violations will not result with an HSP





Housing Support Plan Implementation



Eviction Prevention Checklist: Property Management will start the Eviction Prevention Checklist when the Resident seeks out assistance or if no response come from the Resident within the defined timeframe of the notice (3-Day or 10-Day)



Questions?