Lessons Learned with an Occupied Rehab

March 21, 2017
Who is A Community of Friends?

- Nonprofit organization founded in 1988 to provide permanent supportive housing for people who are homeless and living with mental illness
- Developed 46 PSH apartment communities throughout Southern California
235 Berendo
12 singles and 12 1-bedroom

226 Berendo
48 singles
Pre-Planning

- Involvement of staff during design and construction phases
- Tenant awareness and engagement
- Planning
- Budgets
- Working with the General Contractor
- Know your tenants
- Relocation
- Timeline and Process
Tenant Awareness and Engagement

- Role of Site Coordinator
- Regular Meetings throughout the process
- Relocation
- Physically Disabled Tenants
- Activities
- Hoarders
- ADA modifications
- Uncooperative Tenants
Worst-Case Scenario Planning

- What happens if you need to relocate all the tenants at once
- Transportation
- Meals
- Medications
- Damage to tenant property
- Who has authority to sign
- Accommodating physically disabled
Staff

- Stress
- Communicating and Working Effectively as a Team