

Coordinating Committee to End Homelessness (CCEH) Meeting Minutes – June 20th, 2012

Facilitated by: Marc Jolin & Shannon Singleton

Prepared by: Mary Welch

Reviewed by: Steering Committee & CCEH

Present: E.V. Armitage, Caren Baumgart, Erica Borman, Sarah Boye, Michael Boyer, Ann Brown, Jeff Burnham, Jennifer Chang, Carlos Gaddie, Troy Hammond, Pam Hester, Jim Hlava, Sonja Hultsman, Randy James, Charles Johnson, Caron Kepic, Marc Jolin, Jes Larson, Lisa Lemay, Michael Mellick, Gia Morris, Zack Nolan, Emma Riese, Mike Savara, Shannon Singleton, Cathy Spofford, Renee Sutherland, Hannah T., Travis Van Staaveren, Thomas Toothacker, Lynne Walker, Bobby Weinstock, Becky Wilkinson, Lisa Wills

Agenda Topic	Discussion Points	Outcomes / Decisions / Next Steps
<p>Updates</p>	<ul style="list-style-type: none"> • 10YP Reset Committee (Marc Jolin and Shannon Singleton, CCEH Steering Committee) - The Rest Committee is still assembling information and will have outreach invitations out soon. These meetings will be in specific expert areas: housing, healthcare, and best practices amongst those and other topic areas. • 2012 CCEH Achievement Awards (CCEH Steering Committee) – Please nominate contributors. The deadline is June 25th and the awards will be held on July 18th at the Bud Clark Commons. 	
<p>Property Managers Panel: Accessing Housing for Individuals Experiencing Homelessness</p>	<p>The panelists represented four property management firms, who together have decades of experience in managing affordable housing buildings.</p> <ul style="list-style-type: none"> • Jill Keoppel, Income Property Management • Margaret Mahoney, REACH • Martin Soloway, Central City Concern • Ben Wickham, Cascade Management <p>Each panelist had five minutes to give a little bit of background on what their company does how we can be better partners, explain what the barriers are and what works when providing low income housing to challenging populations.</p>	

Jill Keoppel, IPM: IPM is a fee managed company that works with owners to manage their portfolios. They work with lots of nonprofits that assist housing people with barriers and have good relationships with owners, working together to reach their goals. IPM manages close to 6,000 units of which 50% are affordable and located in downtown, east county, Gresham and Tigard. Some of the downtown buildings have MOU's with providers that allow for more relaxed criteria for getting housing.

Margaret Mahoney, Reach: Reach is a nonprofit corporation that owns and manages its own portfolio. Reach started in inner SE 30 years ago and has expanded across the city. Reach's mission is very broad: to provide quality affordable housing to individuals and families to thrive. Income ranges from 30-80% MFI and serves mostly 60% and below. Three of their properties are designated specifically for the homeless or those at risk of becoming homeless: Ritzdorf, 12th Avenue Terrace and The Rose. Information on housing and availability can be located at: www.reachcdc.org.

Martin Solloway, Central City Concern: CCC's mission is to provide comprehensive solutions to ending homelessness and achieving self-sufficiency by integrating healthcare and other services toward the goal of stabilizing life. CCC manages 1,800 units and 23 properties, over 1,000 units are drug and alcohol free and provide a range of services. One of the biggest challenges of providing low income housing with services is the long waiting lists. CCC is developing a better website to attempt to reduce the wait times and make their processes more efficient. CCC is known as a "landlord of last resort" and doesn't do any screening except for in buildings that require them to. CCC has begun doing screenings on some market rate units so they don't set people up for failure who end up not being able to afford the rent. The possibility of eliminating deposits for low income tenants is also on the table. It is very important that service providers don't just stop at getting clients into housing.

Ben Wickham, Cascade Management: Cascade Management has been in business for 40 years and provides low income housing in 80% of its units. Available units

and information can be found at: www.cascade-management.com. Cascade provides housing for homeless and those at risk of becoming homeless. The waiting list is regulation driven and works closely with building owners to overturn denials when warranted. Screenings help with this process because they learn the tenant's background and story. It is important to work with providers that focus on housing stabilization, connecting people with services and providing enhanced property management.

Questions for Property Managers:

- **Is there any way to know whether or not someone in your housing who is getting evicted will be going onto the street?**

If the person has a case manager, we would know there is a problem before it reached the point of eviction and we would work hard to see that the person could avoid eviction. If that isn't possible, we would allow the person to give notice so that they wouldn't have an eviction on their record.

CCC usually is aware if the person getting evicted will be going into homelessness.

It is important when helping someone look for housing that it is housing they will be successful in.

- **Information on waiting lists:**

There used to not be waiting lists but these days they are 3-4 months long, which shows just how big a problem the lack of affordable housing is in Portland. Deeply affordable units have the longest waiting lists, so in order to be fair you need some kind of structure to let people know that they have a shot at getting in.

Compliance regulated lists are used to but it takes longer to fill units and

	<p>there is no real fairness in filling units because the system simply does not have enough housing to meet the demand.</p> <ul style="list-style-type: none">• If you could double how much housing you provide, what type would you develop? Where are you having the most success? <p>Small communities are the most expensive to manage. The optimal size is 40-50 units with community space and outdoor space. The key for people who have been homeless for some time is to provide housing with services.</p> <p>Creating a budget to pay a manager more who will be able to manage a larger complex of 60-80 units and support more staff to manage a smaller group of high need tenants will have a positive ripple effect on the community of that building as a whole.</p> <p>When developing housing, cost implications such as materials, spaces, cost to turn a unit, etc need to be considered when underwriting these units to avoid long term problems. The way housing is currently financed needs to be modified and the many and stringent requirements around the different funding sources create barriers.</p> <ul style="list-style-type: none">• How can the animal welfare community better support you in allowing people to have their animals in units? <p>It helps to get clients very familiar with the reasonable accommodations form that needs to be filled out and make sure it is complete and contains all the necessary supporting documents. It also helps if people understand what reasonable accommodation means and that doctors don't sign off on requests unless they are valid. Look at the community the person is bringing the animal into, will they be successful in that environment?</p> <ul style="list-style-type: none">• Do any organizations have plans for growth or creation of more units aside from Grey's Landing?	
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	<p>Reach has plans to continue to add to their portfolio to meet the needs in the metro area with two projects in the design phase. The biggest barrier to the creation of new units is securing the financing.</p> <p>CCC has no new housing in its pipeline and is focused on preservation and expansion of medical services and building medical clinics. It is getting more and more expensive to develop, subsidies are going down, there is a shortage of rental units and we face a housing crisis in this country with no formalized plan to improve the situation.</p> <ul style="list-style-type: none">• When people are denied upon application, what are you looking for in the appeal letter? <p>We are looking for a case to be made about why that person had difficulty in the past, what they have done to remedy the issue and what support they have going forward to assure they are ready.</p> <p>Because of compliance risk, IPM is tying appeals to reasonable accommodation and disability. HUD also has a permanent ban on housing for specific offenses.</p> <ul style="list-style-type: none">• Would it help you if service providers became educated on LIHTC and trained to be housing specialists? <p>Yes, anything that will enable you bring more prepared applicants in will help. With a syndicator, lender, limited partner and investor involved, there are guidelines that must be followed by law. Education around this is useful.</p> <ul style="list-style-type: none">• What do the MOU's made between agencies and apartments entail? <p>The MOU's state relaxed criteria and establish the fact that the units can</p>	
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	<p>only be rented through that particular agency. The MOU documents the partnership.</p> <p>Additional Comments:</p> <p>There will be significant changes at Alder Housing beginning August 1st. All units were converted to nonsmoking. CCC is laying the groundwork to go nonsmoking as well.</p> <p>The reality of the lack of affordable housing and services means that not everyone will get the services they need. STRA will be the tool that is used more going forward.</p>	
<p>Announcements</p>	<ul style="list-style-type: none"> • The 2012 CCEH Achievement Awards will be held on Wednesday, July 18th from 3-4:30 p.m. here at the BCC. • There will be a cat food drive for people living in their cars on July 7th. 	