Forging Long Term Housing Partnerships
PATH’s Housing Partnership Program (HPP)
About PATH

• **PATH’s mission** is to end homelessness for individuals, families, and communities. We do this by building housing and providing supportive services throughout California.

• **Founded in 1984.** More than 30 years of service experience.

• More than 6,000 individuals moved into permanent homes since 2013.
Making It Home by the Numbers

Making it Home, By the Numbers

People Moved In (Jan 2013 - April 2016)

- Families: 2518
  - Veterans: 1987
  - Chronically Homeless: 1619

Total People: 6,124

Permanent Homes Built

- Completed: 10 communities, 530 units
- In Construction: 2 communities, 144 units
- Coming Soon: 7 communities, 400 units

Total Units: 1,074
Los Angeles

- 46,874 PIT Count 2016
- 5.7% increase from 2015-2016
- 12% Increase from 2014-2016

Decrease in Veteran and Family Homelessness

- Veterans 32% decrease!
- Families 18% decrease!
Why the need for long-term Housing Partners?

- LA County vacancy rate is about 2.7%
- Dwindling stock of affordable units and not enough new developments.  
  - Housing Gap of 500,000+ units
- Increased negative Veteran Stigma  
  - PTSD
- Increased negative stigma with social service providers  
  - Can you think of a landlord who was burned a time or two?
- Veterans being served may have historical barriers  
  - Flexibility in screening criteria
- Lots of competition  
  - Need more multi-agency housing cohesion
Why the need for long-term Housing Partners?

Strong Partnerships lead to:

- Widened and deepened landlord network.
- Diversified inventory of properties.
- Housing stability for Veterans.
- Housing stock for the future!
PATH’s Housing Partnership Program

The PATH Housing Partnership Program (HPP)

Formal housing stock development systems
- Regionalized Housing Specialists (Housing Partnership Agents)
- Unit Acquisition
- Real-time housing stock generation to PATH housing teams

Provides properties with targeted tenant/property mediation support
- Professionally trained mediators
- Alleviate expensive court costs/evictions, or relocation of tenant

Create and ensure consistent approach and care to the Landlord community
- Universal landlord standards of care and responsiveness (within the agency and with the community)
- Solid points of contact
The PATH Housing Partnership
Core Principles:

1. Agency Commitment to Housing Processes
2. Quality Services for clients
3. Target Support systems for Landlords
4. Housing Partnerships are the future
1. Agency Commitment to Housing Processes

- Avoid “burning” your housing relationships by fine-tuning your internal processes.

- How do different staff specialists (Case managers vs Housing Specialists) work together?

- How do various programs work together?

- Are you programs focused on case management only?

- How is the process presented to the Landlord, and can the agency follow it?

- What is your internal process for emergencies, crises, calls from Housing Partners etc.?
2. Quality Services for Clients

- Are you prepping (and supporting) your participants with:
  - Building a relationship of trust.
  - Creating an individualized housing stability plan.
  - Education about lease and property guidelines.
    - Tenant / Landlord rights
  - How to be a “good” neighbor and unit upkeep.
  - How to communicate with the Housing Partner when issues arise.
  - Clear instruction on how to pay rent, switch utilities.
3. Target Support Systems for Landlords

- Clear explanation of services and mission
- Clear routes of communication and efficient responsiveness.
- Home and landlord visits - Checking in
- Identified tenant/Landlord conflict plan
- Staff and Program unity and consistency on resolving landlord/tenant disputes
4. Housing Partnerships are the future!

- Agencies must always continuously develop housing stock and build relationships with housing partners.

- Show your properties love!

- Now is the time to solidify your current landlords, build relationships with new.

- Commit the time to ensure your agency is incorporating landlords as a part of program services, and integrated cross-departmentally.
PATH’s Housing Partnership Program - Mediation

Mediation:

- Intervention process for mediating lease violation situations between housing partners and PATH clients.

- Providing a collaborative intervention approach (in house, and with the property) that will provide the least amount of negative impact to the housing partner, client, and agency.
Mediation Evaluative Criteria:

- Lease violations and impact (facts)
- Threat of/Filed unlawful detainer and eviction
- Property relationship status
- Client endorsement and responsiveness to mediation interventions.
Defining Mediation Level

• Mediation Level I - Basic lease violations
  – No risk of eviction, relationship is fair to good, client engaged

• Mediation Level II - Escalation
  – Threats of eviction, no unlawful yet, relationship compromised, client may not be engaged.

• Mediation Level III - Eviction
  – Unlawful Detainer filed, property relationship very poor, client not engaged at all.
5 Steps to Mediation

1. Evaluate the Facts First!
   - Lease violations

2. Identify intervention
   - Bottom line approach
   - Case conference!

3. Client and Property endorsement
   - Starting with the client

4. Execute Intervention
   - Ensure your plan is tight and well communicated

5. Property Follow up and adjustments
   - It’s OK to adjust your intervention
   - Keep property in the loop

Visit epath.org or call (323) 644-2216
RECAP:

- Understand the barriers that present when trying to engage landlords.
- Evaluate your agency housing processes.
- Ensure that you have tools to help prep your clients for housing.
- Never stop engaging landlords.
- Look at creative solutions to prevent eviction, or relocation.
- Build property support into the fabric of your agency.

Visit epath.org or call (323) 644-2216.
Stay Connected

www.epath.org

PATH – Making It Home

@PATHPartners

@PATHPartners

CONTACT:

Jonathan Chi
Director, Housing & Employment Services
213-448-9688

JonathanChi@epath.org