



# 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

### People Moved In (Jan 2013 - April 2016)



**Total People 6,124**

### Permanent Homes Built



**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!



## 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 your 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

## **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

## 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.



[www.epath.org](http://www.epath.org)



PATH – Making It Home



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