

Introduction

Just like the individual pieces of fabric are necessary to create the warm, comforting and safe feel of the quilt, including various types of affordable housing choices in a development creates a warm, welcoming neighborhood. Creekside Village “sews together” single family townhomes, apartment units and housing for those with special needs. The single development not only addresses the basic housing needs of the occupants, but also creates a lasting and interactive community serving various housing needs of Lincoln.

Providing an independent living environment for individuals with special needs is an aspect of affordable housing development that, while challenging, is often the most rewarding. Single family, multifamily and special needs housing, when pieced together as part of the same development, can create a vibrant community, not unlike the combining of squares of colorful fabric to create a quilt.

Why Do We Need “the Quilt”?

Located just north of the Lincoln, Nebraska downtown business district and nestled between the University of Nebraska Lincoln campus and the Haymarket Park minor league baseball stadium lays Creekside Village. The physical housing needs of the residents are well-addressed with the variety of options in the units provided by Creekside Village. The development consists of **18** buildings providing **71** units of affordable housing to a variety of residents. Eight multifamily buildings provide 30 one-bedroom units, 30 two-bedroom units, and one manager’s unit. The additional 10 buildings are constructed as 4-bedroom, single family townhomes, utilizing the CROWN (Credits-to-OWN) program offered by the Nebraska Investment Finance Authority (NIFA). The development includes a club house with meeting and community space and laundry facilities.

In addition to providing affordable housing units, Creekside Village also offers a large array of supportive services for many of its tenants, allowing residents with various health challenges to live more independently. Offices are located in Creek Village for both case management support staff and a property manager.

An underutilized piece of land presented a rare opportunity to extend an older established neighborhood and construct a new affordable housing development to create a cohesive and unique living environment. Reaching this goal took both a community effort and the development of a partnership network. The developer worked with the City of Lincoln for the acquisition of the land and the use of Tax Increment Financing (TIF) to assist in the financing of the infrastructure, partnered with NIFA for Low-Income Housing Tax Credits (LIHTC), and has engaged as part of the process Center Pointe, Inc., a 501(c)(3) nonprofit specializing in helping low income and homeless people with addiction and mental health disorders by providing specifically-designed supportive services.

Financing for the project:

Perm Loan-West Gate Bank	\$ 200,000
TIF Loan	\$ 780,900
Deferred Developer Fee	\$ 233,981
Energy Credit	\$ 66,524
City of Lincoln Grant	\$ 10,000
1602 Funds	\$ 1,986,233
LIHTC Equity	<u>\$ 7,129,025</u>
Development Cost:	\$10,406,663

Piecing It All Together

“CenterPointe’s vision to provide safe and affordable housing for persons with mental illness, in a new complex, has been in the works for more than a decade. Through direct feedback from consumers receiving behavioral health services, integrated housing was clearly the best solution to achieve this goal. The residents at Creekside Village, that receive on-site supportive services from CenterPointe, blend into the Creekside community as well as any other resident living there. The opportunity for them to live in a new apartment is an overwhelming experience and one that they would not have had without the partnership between CenterPointe and Hoppe Homes”.

Dennis Hoffman, Director of Housing, CenterPointe

The site was originally home to an old, asbestos ridden navel depot, shooting range and maintenance garage that all had to be removed prior to the commencement of any development. To address issues presented by the location near a flood plain, dirt was brought in to raise the level of the original site.

To better integrate the new development into the existing neighborhood, ten affordable single family town homes were built, targeting lower income, rent to own occupants using NIFA’s CROWN Program. This lease-to-own program was developed by NIFA to bring home ownership within reach of very low-income households while assisting local governments in revitalizing neighborhoods. The additional eight buildings at Creekside Village provide 61, one and two-bedroom units. Two separate Land Use Restriction Agreements were executed by NIFA and the Creekside Village owner: one for the single family CROWN townhomes and another for the multifamily apartment buildings. All 71 units of the development target low income tenants at 60% or less of area median income with twenty units specifically designed for occupancy by people with severe mental illnesses.

The supportive services for those with severe mental illness are provided by a third party, Center Pointe, Inc. For individuals with severe mental illness, living independently often presents numerous challenges. To assist these particular tenants in living healthy and independent lives, an on-site Supported Living Case Manager is available to provide individual services, support and encouragement to help improve the tenants’ quality of life and assist in developing long-term recovery and independent living skills. The case manager on staff offers a wide range for services based upon the specific care needs of those residents.

To further enhance the project and the surrounding area, the developer coordinated with the City of Lincoln to convert 18 acres of green space into a community park. The land was re-graded incorporating walking trails, basketball courts, playground equipment and picnic areas. Maintenance and ownership of the park is retained by the City of Lincoln. The developer was under no obligation to create the park; however the goodwill of such action fostered among the city, the developer and the community strengthened the bonds of those working together to provide decent, safe and affordable housing.

A Blanket of Support

Center Pointe provides a site specific Supported Living Case Manager to twenty residents of Creekside Village who have been diagnosed with serious mental illness. The primary goal of this service is to provide supportive living arrangements within the community and promote and teach independent living skills that assist the resident to reside in the least restrictive community setting possible.

The case manager conducts a thorough intake assessment to determine the needs of each resident with special needs in order for them to live safely in their own home within Creekside Village. This assessment includes an individualized plan of support, a crisis/relapse prevention plan and a Wellness Recovery Action Plan. The case manager also facilitates the transition into the property and helps maintain good relations with the owner and manager of the property, as well as with the other residents. Frequent contact is maintained with each resident – 1 to 4 contacts a week on average – to ensure the property is a safe environment for all of the residents. Regular office hours are maintained through the week but the case manager is also available 24 hours a day, 7 days a week via an on-call system.

In addition to on-site support, participants have access to psychiatric consultation, medication management and outpatient counseling, education and therapy groups offered at Center Pointe's outpatient facility. The case manager also provides information and referral to community resources including educational, vocational, food, treatment, health care and transportation resources. Coordination and logistical support in accessing community-based resources is handled by the case manager and includes transportation to appointments as necessary.

Summary

Since Creekside Village was placed in service, it has maintained near 100% occupancy every month with a waiting list for all units. The development of this type of community project is proof that if you put enough care, concern and expertise into a "quilt" it can last for generations. The care and consideration in the planning of the Creekside Village development ensures that it will provide comfort, security and affordable housing for the residents making their homes at Creekside for generations to come

"CenterPointe helped me tremendously to obtain housing and help me become independent coming from a nursing home and having nothing. Creekside is helping me with special accommodations for my physical disabilities and both CenterPointe and Creekside work as a team. Without them, I truly feel I would be homeless."

Creekside Resident

Creekside Testimonials

CenterPointe Staff:

“CenterPointe’s vision to provide safe and affordable housing for persons with mental illness, in a new complex, has been in the works for more than a decade. Through direct feedback from consumers receiving behavioral health services, integrated housing was clearly the best solution to achieve this goal. The residents at Creekside Village, that receive on-site supportive services from CenterPointe, blend into the Creekside community as well as any other resident living there. The opportunity for them to live in a new apartment is an overwhelming experience and one that they would not have had without the partnership between CenterPointe and Hoppe Homes”.

Dennis Hoffman Director of Housing, CenterPointe

“Creekside has impacted our consumers by allowing them to bridge over to permanent housing and giving them a safe, clean, and well-managed living space. The apartment complex is in walking distance to AA meetings, free cultural activities, bus stops, grocery store, restaurants, coffee shop, hair salon, churches, and parks. As a case manager, I have been available to help consumers adjust to living in their own apartment as well as offer community life skill groups and leisure activities. We have a movie and game day twice a month and have offered social groups, including a holiday party with a visit from Santa Claus. I also offer assistance with learning to budget as well as WRAP training and PEER Support. As a case manager, I help support the consumers obtain goals they have identified, such as completing their GED and/or continuing their education, becoming more independent, obtaining employment, as well as encouraging them to use their artistic talents with the Artists on the Edge and Writer’s Wordshop. Additional assistance is available when a consumer may require extra help with food and or unexpected expenses. Being on-site enables me to help with communication with the property manager and consumer regarding any issues that may arise with tenant rules and guidelines and easier access when consumer is in need of additional assistance. Overall, it has been a well-rounded working relationship between the tenant/consumer, Perry Reid Properties and I”.

Retha Knapp Supported Living Case Manager, CenterPointe

Creekside Residents:

“CenterPointe helped me tremendously to obtain housing and help me become independent coming from a nursing home and having nothing. Creekside is helping me with special accommodations for my physical disabilities and both CenterPointe and Creekside work as a team. Without them, I truly feel I would be homeless”

Creekside Resident

“I was in a temporary living situation and getting kicked out, so having CenterPointe and Creekside offering me a brand new apartment was a blessing”

Creekside Resident

“I love this place, its way better than where I was and I’m very grateful for CenterPointe and Creekside”

Creekside Resident

Rental Property Manager:

“It’s been a great experience working with CenterPointe and the consumers living here. It’s inspiring to see where the consumers have been and how well they are doing now and we feel we have helped them in achieving a safe and stable living situation. They are following all the rules and guidelines of the Creekside properties and having a CenterPointe contact person on-site helps with the communication with the tenants. It has been our pleasure working with CenterPointe and their consumers.”

Dan and Pam, Perry Reid Properties

Property Developer:

“When I visit the Creekside Village property, I can’t help but notice how the residents have made this development their own community and the sense of pride each tenant has in their home. Potted flowers adorn porches, landscaping has been enhanced by tenants, neighbors have reached out to each other and their children have become friends.

Creekside residents have truly created their own village. To know we played a small part by planting the seed of affordable housing to see it has flourished into a thriving community is incredibly humbling and rewarding.”

April L. Bohling, Executive Assistant to Ward F. Hoppe, The Hoppe Law Firm, LLC

Site Prior to Development

Shooting Range
Naval Depot
Maintenance Garage



Creekside Village Development



Creekside Village Apartments



Creekside Village Townhomes



Hayward Park

A community park created through the Creekside Village Development project



**Supported Living
Case Management Services Program Plan
Creekside Village
Lincoln, NE**

Supported Living

CenterPointe provides a site specific Supported Living Case Manager to offer support and community/independent living skills training to twenty residents of Creekside Village who have been diagnosed with a serious mental illness. Supportive Living is provided through an agreement between the Owner and CenterPointe. The Owner provides CenterPointe an agreed upon fee to cover the salary, benefits and administrative costs of the case manger. No additional fees for supported living are charged to the residents of the program.

The Supported Living Case Manager Job Description is attached and includes the following:

- conduct a thorough assessment to determine the needs of the individual to live safely in his/her own home within the chosen community
- develop an individualized plan of support based on the results of the assessment and the residents preferences. The plan entails the supported living case managers responsibilities and the participant's plan to meet his/her short and long term goals in supported living, including incorporation of a crisis/relapse prevention and a Wellness Recovery Action Plan.
- facilitate transition into the property and help maintain good relations with owner, management and other residents.
- provide information and referral to community resources including education, vocational, food, treatment, health care and transportation resources
- provide coordination and logistical support to participants in order for them to access needed services in the community. Including providing transportation to appointments as necessary.
- promote and teach independent living skills

The primary objective of the service is to provide supportive living arrangements in the community, and promote and teach independent living skills that assist the resident to reside in the least restrictive community setting possible.

The overall program goals are to:

1. Reduce or prevent institutional placements
2. Maintain stable housing
3. Increase support systems
4. Increase involvement in the community

Additional Services

Participants will have access, depending on availability and on their individual needs and preferences, to psychiatric consultation, medication management and outpatient counseling and education and therapy groups offered at CenterPointe's outpatient facility located at 13th and E Street. The additional counseling and treatment services are not included in the supportive services agreement, as such a third party payer (Region V Systems or Medicaid) will be charged for the additional service. The participant may also choose to receive other behavioral health services in the community.

Need

The typical resident needing supported living will have case management and living skills needs. Residents will present with serious mental illness or co-occurring disorders, demonstrated inability to maintain independent living in the community without a dedicated supported living response. Such need will require frequent contact from the Supported Living Case Manager, on average 1 to 4 contacts per week. The purpose of the contact will be to provide case management services (case coordination with other service providers, transportation, advocacy, information and referral) along with rehabilitative services to teach and support independent living. Services will be provided to the resident primarily in their apartment or offsite as needed and be based upon their individualized assessment of supported living needs. The case manager will ensure that the residents receive frequent and regular contact and will be in the best position to ensure that the property is a safe environment for all of the residents. The case manager will be available through an on-call system 24 hours, 7 days a week and will be available to residents, as needed, during evenings and weekends.

Referral Process

CenterPointe's Housing Program Director will be the contact person for referrals to the project. The Program Director or the director's designee will screen project residents based on their need for supported living services, which includes: the severity of their illness, their prior attempts at independent living, their progress and prognosis in their current level of care, and their individual preference and desire to participate in Supported Living. If it is determined that Supported Living is an appropriate program for the participant they will receive an explanation of the support services available. If they choose to accept supported living case management services an intake into CenterPointe will be completed including a supported living program agreement describing the participant's rights and responsibilities as well as appropriate assessment and intake paperwork.

Records

A clinical record will be maintained for each participant that includes intake and assessment documents as outlined in CenterPointe policy and procedures. An individualized service plan with the participant's rehabilitation goals will be maintained in the clinical record as well as progress notes documenting the program participants face to face, phone, collateral and group contacts. A consent to receive and release information form will be obtained for the owner and apartment manager to facilitate communication between the two parties,

however, the owner and apartment manager will not have access to the residents clinical record.

Schedule

The supported living case manager will be on-site Monday through Friday 9:00am to 5:00pm. The case manager's hours will be flexible to accommodate individual resident's needs. For instance, if a resident is unavailable during scheduled times due to employment or other circumstances the case manager will adjust their work hours to accommodate the resident. The case manager will schedule weekly visit with each resident in their apartment. He or she will have set "office hours", as well, that the resident can access on a drop in basis.

Oversight

CenterPointe's Program Director of Housing will provide supervision and oversight of the supported living program and case manger. The Program Director is a Masters level, dually credential counselor (Licensed Mental Health Practitioner and a Licensed Drug and Alcohol Counselor). She has more than 10 years of experience working with persons that have a serious mental illness and addiction problems. Weekly supervision meetings will occur between the program director and case manger. The program director will also be available by phone 24 hours, 7 days a week for additional support and guidance as needed. Contact Information:

Denise Packard LMHP, LADAC
Program Director of Housing
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