



Measuring Success- A Focus on Supportive Housing

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Our Mission

Housing is the foundation for success, so we collaborate with individuals, communities and partners to create, preserve and finance affordable housing.

- Supportive Housing Development
- Supportive Housing Criteria
- Supportive Housing Monitoring and Compliance
- Performance and Outcomes
- Evaluation in Progress

Supportive Housing (SH) Development

- Incentives in Tax Credit Qualified Allocation Plan- award points for:
 - Percent of total units for High Priority Homeless
 - Percent of total units for Persons with Disabilities
 - Continuum of Care Household Priority Type
 - Serves lowest income and secured rental assistance
- Funding Resources-Capital
 - Tax Credits (9% and 4% with Bonds), State and Federal resources, Housing Infrastructure Bonds (HIB) Funding, Mortgages
- Average Production rate and current portfolio
 - Average of 20 properties/year with SH units
 - Current Portfolio:
 - 321 Developments with SH units *108 are 100% SH *213 are mixed use

Supportive Housing Requirements

Application components:

- Supportive Housing Narrative – for units serving people experiencing homelessness
- Narrative and Service Agreement for units for people with disabilities
- Continuum of Care (CoC) Confirmation Form
 - Developer must present their plan to the CoC for review and input
- Human Services Confirmation Letter
 - Developer must meet with the county or tribal human services to review their plan, discuss target population, service resources, etc.
- Service Provider Qualification Form
- Workbook: indicate unit types, rent and income restrictions

Supportive Housing Threshold Requirements

- Supportive services – minimum staffing hours/household
- Experienced service provider
- Service funding - percent of funding secured based on the percent of units that are supportive housing
- Coordinated Entry for referrals
- Must have rental assistance or rents set at supportive housing level in underwriting standards

Resources and Tools for Quality Development

- SH Service Sets developed early on
- Pre-development Technical Assistance
- SH Development Institutes
- Supportive Housing Information and Resource Guide
- Industry Best Practices Tools
- Due diligence documents for financing- MOU, Service Plan and Budget, Tenant Selection Plan
- Training and regular meetings

Occupancy: People and Properties



Monitoring and Compliance

- Asset Management Team monitoring is focused on asset- depends on funding source and financial risk
 - Financial review- budgets, audits, operating reports, reserves
 - Annual Inspections- file reviews, unit inspections, interviews with property management and service provider
- Compliance Team is focused on funding requirements
 - Income, rent , population restrictions, etc.
 - Site visit first year, after that risk-based
 - Owner compliance certification annually (web-based)
 - Annual review of occupancy information to determine compliance

Supportive Housing Performance and Tenant Outcomes

Housing Stability Team –focus on SH performance and tenant outcomes

- Require reporting in the Homeless Management Information System (HMIS)
 - Is the target population being served?
 - Housing stability and improved quality of life
 - Occupancy and turnover rates; positive and negative exits
- Annual Supportive Housing Survey
 - Questions for property management and service provider(s)
 - Issues, trends, needs
- Quality and Compliance Quarterly meetings
 - Housing Stability, Asset Management and Compliance Teams
 - Risk Analysis and Follow up
- Trouble shooting issues

Portfolio Growth

- 2005 Business Plan to End Long-term Homelessness
- Portfolio growth, static staffing
- Reached critical point- conducted internal assessment
- Determined to do an evaluation to inform direction
 - How to assure SH quality/fidelity at all stages
 - Policy and process for financing and incentivizing SH development
 - Financial and operational health of SH properties—focus on service funding
 - Are we addressing the need? Serving the target population?
 - Tenant Outcomes by property type, service model and other factors
 - Managing oversight of the portfolio

Evaluation Components

- Interview key stakeholders in Minnesota
- Surveys:
 - Property management
 - Service provider
 - Tenants
- Tenant Focus Groups
- HMIS data analysis
- Interviews with other states

Thank you!

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