

Tool Kit For Underwriters And Project Planners

The following task grid outlines the different functions that need to be covered in supportive housing projects. It can be used for many purposes, such as:

- A tool by developers in project planning and by underwriters in assessing whether a proposal is realistic.
- A tool to help housing providers and service providers build a per-project budget for operations and staffing.
- A method to assist underwriters on how these costs and functions are split between the property manager and service provider, how could this breakdown be articulated in an agreement, and who is accountable for monitoring each function area.

TASK GRID:

Tool for the Creation of a Supportive Housing Staffing Structure and Budget

ALLOCATION OF STAFFING FOR PSH PROJECTS (Management & Services)					
PROJECT NAME: Sample Scenario					
Total Number of Units					
Number of PSH Units					
Self-management					
Third Party Property Management					
	Service Provider	Owner's Onsite Resident Services	Property Management Onsite	Property Management Offsite	Asset Manager
CONNECTING TENANT TO UNIT					
Pre-screening					
Clinical assessment					
Referral w/ documentation to property manager					
Assist applicant with assembling application package					
Process leasing application and screening					
Securing deposit funds, rent subsidies, income sources					
MOVE IN					
Sign lease					
Coordinate move-in and tenant orientation					
Meet new tenant & orient to services & opportunities					
Help tenants prepare for move in (furniture etc)					
PAYING & COLLECTING RENT					
Monthly rent collection (inc. Sec. 8 rent subsidies)					
Compliance/ re-certification/ lease renewals					
Assisting tenant to access rent subsidies, income					

Notification of non-payment to tenant, services					
Eviction proceedings for non-payment					
Work with client on money management & accessing income					
MEETING TENANT OBLIGATIONS					
Onsite security					
Onsite contact for emergencies					
Treatment services (alcohol, drug, other)					
Crisis management and intervention					
Develop with the tenant a services/ support plan					
Eyes and ears for resident decompensation/ affecting tenant behavioral expectations					
Coordination of onsite resident activities by outside parties					
Sponsor specific resident activities					
Information and referral					
Promote healthy communities: peer groups, newsletters, tenant councils					
Assistance to meet tenancy requirements					
Assistance to enhance functioning & daily living activities					
Eviction prevention					
Re-inculturation process					
Medication monitoring					
OTHER					
Janitorial					
General maintenance & response to maintenance requests					
FTE ALLOCATION					
SALARY RANGE					
TOTAL PS COSTS					
COST PER UNIT					
<i>SERVICE PROVIDER: Generally a 3rd party service provider, case manager, treatment provider, family services</i>					
<i>RESIDENT SERVICES PROVIDER ONSITE: Generally does tenant retention, services to support tenancy</i>					
<i>PROPERTY MANAGEMENT: Onsite, whether 3rd party or owner's staff</i>					
<i>PROPERTY MANAGEMENT OFFSITE: Generally admins, accounting, compliance</i>					
<i>ASSET MANAGEMENT: Owner's oversight of property, long term management, funder relations</i>					