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Presenters

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Housing security is arguably the most critical aspect of the social determinants of health; it impacts physical and mental health, educational outcomes, not to mention the health of our larger economy and public systems.

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Housing and Services: A Partnership

- Roles of the Housing Stakeholders: Partners in Supporting Tenancy Success
- Addressing Tenancy Issues and Eviction Prevention
- Types of Housing and Utility Assistance Programs

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Whom Could be a Person with a Mental Health Disorder?

They are your family members, friends, or work colleagues:

- A 'hidden disability' related to anxiety and depression
- A veteran with PTSD
- A formerly homeless person with bipolar disorder
- An woman who was abused and has become paranoid and reclusive
- A new mother with post-partum depression

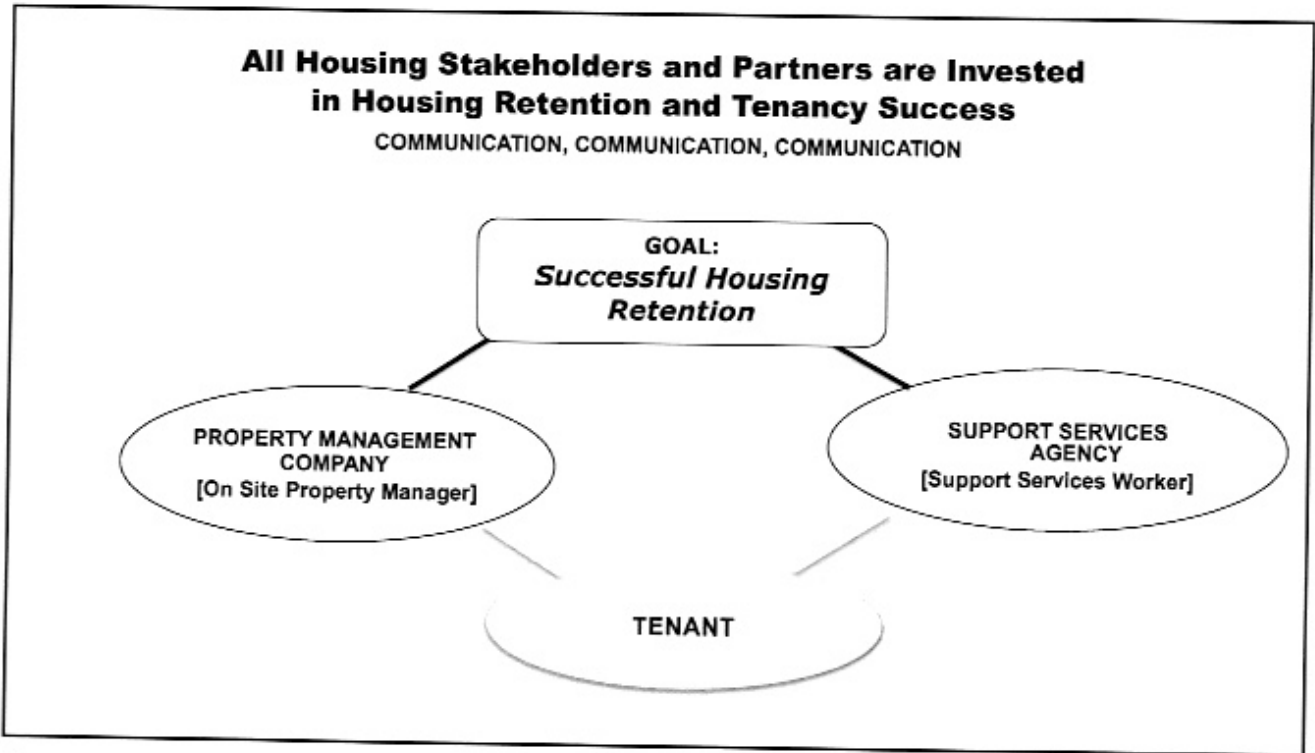


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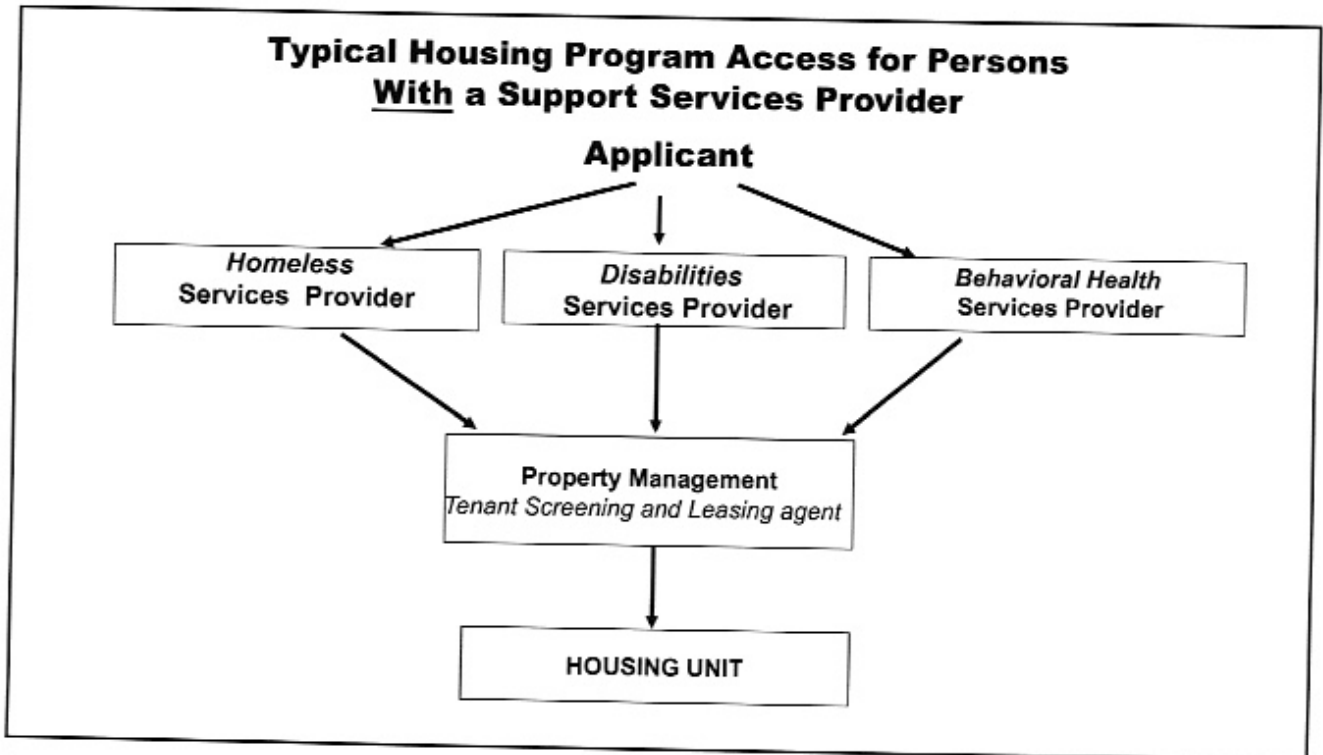
Roles of the Housing Stakeholders:

Partners in Supporting Tenancy Retention and Success

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Role of Support Services Provider **To Proactively Identify Challenges to Tenancy** **[For Consumers/Tenants with a Selected Support Services Provider]**

Types of Support Services Provider Staff:

Community Support Worker, Case Manager, Peer Support Worker, On Site Service Coordinator, Local Lead Agency, etc.

Typical Roles:

- Assist Applicant with completing applications and getting backup information
- Conduct a tenant orientation re: Lease and Property Rules
- Teach good tenancy and Life skills – verify payment of rent and utilities and ensure tenant is a good neighbor
- Maintain regular communication with Property Manager to prevent eviction



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Role of Support Services Provider **[For Consumers/Tenants with a Selected Support Services Provider]**

Typical Roles (continued):

- Support Services staff remain the point of contact for their client the entire time their client/tenant is housed -- will check in regularly with their client via phone, text, video chat and in person visits (AC: After Covid)
- Receipt of supportive services by the consumer/tenant is voluntary – however, **regular home visits are mandatory** because it promotes tenant stability
- Has a *Crisis Response Plan and Contact Numbers* with emergency phone numbers for case manager and designated personal or family member (s)

HOME VISITS



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Role of Property Management

- Execute Leases and performs regular apartment maintenance
- Follow Fair Housing Law requirements and review requests for Reasonable Accommodations or Modifications
- Organize incoming and outgoing apartment inspections
- Address and resolve possible eviction situations
- Establish clear communication processes between Property Manager, Apartment Staff and all Tenants
- Ensure the Property Management Team is 'all on the same page' regarding issues that may come up
- Reach out and connect with Tenant's chosen Social Service Agency staff or case manager



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Suggested Options for Property Manager for Tenants without Services Provider Partner

- Property Manager could provide **Tenant Orientation regarding Lease and Property Rules**
- Add an Emergency Contact number on the **Lease Application**
- **Maintain regular communication** to educate and/or proactively support Tenant to prevent possible eviction
- **Develop Crisis Contact Plan** with Tenant (current phone numbers for close friends, family members)
- Post the **NM Crisis & Access Line flyer** in public places
- In event of tenancy challenges **consider a graduated approach to enforcement** – offer to meet with the Tenant; consider issuing Warnings vs Lease violations; call 311 or Crisis Intervention Team; call the Police at last resort



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