



Housing Chronically Homeless Tenants – A Partnered Approach

SHNNY Conference – June 7, 2012

The Prince George - Site Overview

Located at 14 East 28th Street, Renovated by Common Ground in 1999



- **415 units of supportive housing**
- **About 60% special needs, 40% low-income tenants**
- **101 chronically homeless tenants**

The Partnership

- Negotiation of how to achieve the same end goal.
- Swiftly addressing issues, consistently following up and communication along the way.
- Understanding and respect for each agencies role throughout the process.
- Innovative and out of the box problem solving to help the tenant.

Community Living

Visitors

- Lease violations, over-stay, visitors requiring assistance to find housing.

Managing stressors of community living,

- Anger towards staff and other tenants, drinking and/or substance abuse.

Building support networks

- Challenging for staff to obtain authorizations to communicate with providers.
- Having a limited or enabling support network.

Apartment Conditions and Paying Rent

Apartment conditions

- Cleanliness, hoarding, allowing for extermination
- Higher incidence of ADL's and apartment conditions being problematic.

Rental arrears

- A quarter of our CSH tenants were in arrears last month
- Representative payee is an option for some

Inter-Team Communication and Interventions

- Co-staff training with CG, CUCS, Security etc.
- Utilizing outreach staff to help resolve client issues.
- Combined CG/CUCS management meeting every other week.
- Individualized tenant meetings as soon as an issue arises.
- Management staff meeting to review tenant record 3 months after move in.
- Incident reports mailed out to both teams to follow up daily and walkie-talkies for all staff

Contact Information

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