BRILLIANT CORNERS  Where housing and services come together
Operationalizing ‘Whatever It Takes’: Lessons from LA County’s Flexible Housing Subsidy Pool

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Brilliant Corners

- Mission-driven supportive housing provider founded in 2004
- Over 5000 people housed since 2008 through creative use of existing housing resources
- Recognized for piloting and scaling innovative supportive housing solutions with an emphasis on people experiencing homelessness or transitioning from institutions
Brilliant Corners

- $270M Budget
- 225 employees (Los Angeles, San Francisco, etc.)
- 200+ licensed and supportive housing sites in operation or development
- 4000+ legally controlled housing units in varied settings
Los Angeles County
Flexible Housing Subsidy Pool
FHSP Goals

FHSP combines housing brokerage, rent subsidy administration, ongoing housing supports and intensive case management services to:

1. **Create 10,000** units of housing rapidly
2. **Reduce inappropriate** use of expensive health care resources
3. **Improve health** outcomes for vulnerable populations
4. **End homelessness** in LA County
FHSP - An expanding collaborative infrastructure:

- LA County Dept. of Health Services
- Other gov’t partners (DMH, Probation, ODR, PHA’s)
- Hilton, Weingart and other foundations
- Several dozen Intensive Case Management partners
- 100’s of market-rate and affordable housing providers
Brilliant Corners’ FHSP Role

FHSP Operator and Central Housing Liaison

- 15-Year Contract
- Housing Brokerage / Landlord Engagement Services
- Rent Subsidy Administration
- Property-Related Tenant Services & ICMS Coordination

Los Angeles County Dept. of Health Services + 503(c) nonprofit community-based operator + Property owners and ICMS providers across LA County = LADHS Supportive Housing Rental Subsidy Program
Brilliant Corners’ FHSP Role

• Engage landlords and secure units
• Coordinate housing intake and planning with ICMS providers
• Match participants with housing units
• Coordinate lease-up and move-in
• Manage rent subsidy & client assistance funds
• Provide ongoing housing retention and landlord liaison services
• Continually adjust strategies to market conditions
FHSP Program Structure

Brilliant Corners Core Teams:

- Housing Specialists
  - Housing Brokerage
- Occupancy Specialists
  - Tenant Matching
- Housing Coordinators
  - Housing Retention Services
- Operations Support
  - Rent Subsidy Administration
In addition to landlord engagement, rent subsidy administration, and property related tenant services, FHSP funds intensive case management services:

- Brilliant Corners coordinates with dozens of DHS-funded third-party ICSM providers, including all of LA County’s 8 Service Planning Area CES leads;
- ICMS providers refer potential FHSP participants and provide individualized service plans and links to health, mental health, and substance use disorder services;
- ICMS may be on site or off site.
How FHSP works

1. Brilliant Corners identifies available unit(s) and engages landlords

2. Brilliant Corners negotiates lease and vacant unit hold terms for 1 or more units

3. Brilliant Corners works with DHS and case managers to match referred program participants to available units

4. Brilliant Corners coordinates lease signing, security deposit, rent payment, and move-in

5. Tenant receives on-going housing retention and case management services
How FHSP Works for Landlords

Landlords benefit financially while helping our community:

**IMPROVED COLLECTIONS**
- On-time payments every month from Brilliant Corners.
- Security Deposit assistance.

**HIGH OCCUPANCY / LOW TURNOVER**
- Reduced unit turnover cost and lower vacancy loss.
- Targeting long-term tenancy and housing stability.

**EASE OF MANAGEMENT**
- Single point-of-contact for all tenant issues.
- 24-hour emergency phone number for owners.
- Housing retention and intensive case management promote housing stability.

Brilliant Corners aims to maintain excellent neighborhood relations.
Brilliant Corners designs, pilots and administers an evolving array of landlord incentives:

- Vacant Unit Holds
- Damage mitigation funds
- Eviction prevention funds
- T/A navigating federal subsidy processes
- Pinpointed tenant matching
FHSP expands supportive housing inventory across a variety of settings:

- Units in existing and planned market rate housing
- LIHTC PSH Pipeline (30+ projects)
- Interim & Recuperative Care Sites
- Board and Care Sites (250+ placements)
- Motel Conversions
FHSP Accomplishments

• 4,200+ people housed, 3,700 scattered-site units secured since 2013
• Investments from LA Care ($20M), Hilton & Weingart Foundations, DMH, Probation, other sources
• Enhancing use of federal subsidies

2016: 1200 rental subsidies
2017: 3500 rental subsidies
2018: 6000 rental subsidies
2019: 6000 rental subsidies
For the first time in 4 years, homelessness decreased.

**WHY?**
- More people are being placed into housing than ever before.
- Strategies have been developed, more resources deployed, and we’re starting to see results.
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