TI/YBI HOUSING PROVIDERS
Overview of TI/YBI Housing Providers & Property Management

**TIHDI Housing Providers (250 Units total)**
- Catholic Charities
- Community Housing Partnership
- HealthRIGHT 360
- Swords to Plowshares

**TIDA Housing Provider/Property Manager (552 Units)**
- John Stewart Company
Our Faith and Mission

Catholic Charities' programs help people of all faiths; everyone is welcome. We believe in restoration. We believe in creating options. We believe in one human family. We believe all faiths can work toward a common good. Together, we are Catholic Charities.
Treasure Island Supportive Housing (TISH) Program for formerly homeless families consists of 66 Units on Treasure Island and 34 Units in scattered sites in the City.

TISH also serves 2 families from the Home for the Holidays program through a contract with HSA.

CCSF Homelessness and Housing Programs include Housing and/or Services at 12 other locations City wide.
Services Provided

Treasure Island Supportive Housing

- The goal of our Treasure Island Supportive Housing program is to promote the self-sufficiency and independence of formerly homeless families.

- Clients are supported through an array of services that are designed to help families achieve residential, economic and personal stability.

Supportive services include:

- Case management
- Children’s services
- Life Skills Workshops
- Referrals for substance abuse and mental health services
- Employment training
- Community Building

- In addition, Treasure Island Supportive Housing collaborates with other organizations to provide community activities for children and families.
Property Management Services are Provided by the John Stewart Company

- Comprehensive housing management is the foundation of The John Stewart Company’s diversified housing services.
- Their goal is to provide secure, service oriented, well-maintained and professionally managed housing that serves the interests of residents and owners alike.
Demographics

100 Families [66 Treasure Island / 34 in the City]

- We have 135 youth under the age of 18 and 165 adults for a total of 300 residents.
Housing Retention or Graduation Rates

- Tenants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements (e.g., residential treatment or more appropriate level of care).
- 98% have remained in housing for 2 or more years.
- 8% of current Program Participants have remained in housing 10+ years.
How Success is Measured

Treasure Island Supportive Housing Services

IF we provide formerly homeless families with stable housing and a wide array of supportive services to address barriers/critical needs THEN they will remain housed and increase their income and self-sufficiency.

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The purpose of these services is to assist homeless families with disabilities to access and retain safe, secure permanent housing and to achieve residential, economic, and personal stability.

Persons to be served are homeless families where the head of household has one or more special needs related to mental health, disabling HIV/AIDS, and/or history of substance abuse.

98% of our Participants who have remained in housed for 2 or more years are more stable than they were when they entered our Program.
Community Housing Partnership
Island Bay Homes & CHP Villages
Community Housing Partnership
Mission and Purpose

Community Housing Partnership’s mission is to help homeless people secure housing and become self-sufficient.

Community Housing Partnership is an outcome focused nonprofit that fulfills its mission by developing and managing high quality supportive housing and providing services to homeless individuals, seniors and families to help them rebuild their lives and break the cycle of homelessness.
Overview of Island Bay Homes & CHP Villages

- CHP has 110 units of housing for formerly homeless families on Treasure Island.
- CHP provides support services to all of these families.
- CHP provides property management to 66 of these families.
- John Stewart Co. provides property management to the remaining 44 families.
CHP presently owns, manages, or provides services at 16 buildings throughout the City and County of San Francisco, comprising over 1,000 units.

On an annual basis, CHP’s housing and services portfolio impacts the lives of more than 1,500 formerly homeless adults, children, youth, and seniors.
Support Services Provided

- Onsite Behavioral Health Services.
- Onsite Case Management & Home Visits.
- Monthly Community Building Activities.
- Psycho-educational & Support Groups.
- Assistance with Benefits Access.
- Tenant’s Rights Advocacy.
- Rental Assistance Referrals.
- Skill Building Workshops.
- Referrals to In-house Workforce Program.
Demographics of CHP Support Services Clients

- We have approximately 192 children & youth under the age of 18 residing in our units on TI, and approximately 200 adults.
CHP’s TI Housing has a 97.5% retention rate for this fiscal year (since July 1, 2014)
How Success is Measured

- CHP Property Management.
- Financial Performance.
- Tenant Satisfaction.
- Unit and Space Efficiency.
- Portfolio Return.
- Housing Retention.
- CHP Support Services.
- Housing Retention.
- Tenant Satisfaction.
- Attendance at CHP Community Events.
- Outreach to new tenants.
- Meeting Service Plan Goals.
CHP Island Bay Homes & CHP Villages residents have a very strong sense of community and ties to Treasure Island. Our tenants have all faced homelessness in their lives, and have shown great resilience and strength in overcoming the obstacles they have experienced. Many tenants have shared that living on TI has felt like a blessing and opportunity to start anew.

One of our most recent success stories is having connected to a monolingual, Spanish-speaking Latina woman, who had been feeling very isolated and depressed. One of our Case Managers has been working very closely with her since December, and we have seen drastic changes in her mood, connection to her neighbors, and a stronger bond with her children. She has sought out therapy, will be graduating from her ESL classes this month, and has started a walking group with her neighbor! Her children are doing better in school, and the family often attends our community groups!
Mission

HealthRIGHT 360 gives hope, builds health, and changes lives for people in need. We do this by providing compassionate, integrated care that includes primary medical, mental health, and substance use disorder treatment.

Get Better, Do Better, Be Better
HealthRIGHT 360 has 36 occupied units on Treasure Island, as well as five other properties spread throughout San Francisco.

HR360 operates two transitional programs on Treasure Island:

- FOTEP, a program for women and their children
- Sober Living, for women and men who have graduated from other HR360 programs (including FOTEP)

HR360 provides property management for all its own units and facilities.
Services Provided
(either on site or in the City)

- Primary Medical Care.
- Mental Health Services.
- Substance Use Disorder Treatment.
- Parenting Groups.
- Relapse Prevention Groups.
- Trauma Support Groups.
- Reunification Support with Children and Families.
- Computer Literacy Classes.
- Job Search Assistance.
- Housing Assistance After Completion of Program.
HealthRIGHT 360 FOTEP currently has 40 female participants and 5 children under 12 years old. There are also five Sober Living residences on the Island, housing approximately 90 adults.
Housing Retention or Graduation Rates

- FOTEP participants stay in program from 6 to 15 months with an option for extending their stay. The completion rate is approximately 70 percent.
- Sober Living participants can stay up to 11 months and transition to permanent housing or other programs.
How Success is Measured

- Permanent employment.
- Stable housing.
- Parole discharge.
- Sustained sobriety.
- Reunification with family.
- Financially stable.
One of our success stories is of a woman who paroled to us from Valley State Prison for Women, who hadn’t had contact with her children for eight years. While at FOTEP, she was able to reunify with her children, obtain employment, and become a role model in the community. She is currently living at one of our Sober Living residences, has purchased a car, and was recently promoted to a management position at her workplace. She continues to visit the FOTEP program, giving back to the community, and sharing her story of success with the new participants.
Swords to Plowshares

VETS HELPING VETS SINCE 1974
Mission

War causes wounds and suffering that last beyond the battlefield. Swords to Plowshares’ mission is to heal the wounds, to restore dignity, hope, and self-sufficiency to all veterans in need, and to prevent and end homelessness and poverty among veterans.
Number of Units on TI and Citywide

**Treasure Island Housing**
- 24 Units of Transitional Housing (72 beds)
- 12 units of Permanent Housing

**City Wide (non TI Housing)**
- 351 Permanent Housing Units, located in 5 different locations
- 37 Transitional Beds, located two locations
Services Provided

**Transitional Housing**
- Case Management.
- Group Facilitation.
- Money Management.
- Employment Search.
- Benefits Acquisition.
- Communal living (shared 2-bedroom units)
- 24/7 Front Desk Coverage.
- Live-in Resident Manager.

**Permanent Supportive Housing**
- Tenant Services Coordinator (Case Manager) to assist with keeping our veterans in housing and connecting them with needed resources.
- Money Management as needed.
- Mediation between residents.
Demographics

**Transitional Housing (based on current census)**

- We have 53 adults
- Disabilities: 100% have a disability with 76% having at least 2 disabling conditions.

**Permanent Supportive Housing**

- We have 10 youth under age 18 and 13 adults for a total of 23 residents.
- Disabilities: all households have at least one diagnosed disability.
Housing Retention or Graduation Rates

Transitional Program:
- 75% to Permanent Housing

Permanent Supportive Housing:
- >5% turnover rate usually due to death or moving to other independent housing
  - 95% remain in housing
How Success is Measured

**Transitional Program:**
1. Attaining a sustainable income source
2. Stabilizing in mental health and substance use
3. Obtaining permanent housing

**Permanent Supportive Housing:**
1. Remaining in permanent housing
2. Focusing on goals to enhance quality of life
In Addition...

- Low barrier access to housing in both our Transitional and Permanent Supportive housing.
- Individualized care and treatment to support veterans in their goals.
- We offer Peer Support groups (led by veterans in our programs) called Vet-to-Vet. This is a group where veterans get to discuss their own issues without the presence of a staff facilitator.
- Weekly 4-6 veterans from our transitional program work with TIHDI staff to manage the Food Pantry as part of the programs required community service/volunteering component. We routinely have veterans that have completed our programs that continue to volunteer their time at the Food Bank on TI.
MANAGED BY THE JOHN STEWART COMPANY
To create and manage outstanding residential communities that enrich the lives of our residents and employees, while delivering our services cost-effectively, efficient and with the highest levels of professionalism, compassion, integrity and respect.
Units under management of The John Stewart Company on Treasure Island & Citywide

Villages at Treasure Island

- Units on Treasure and Yerba Buena Island 552
  - Includes Occupied, Vacant and Offline units

The John Stewart Company in San Francisco

- Manages 50 properties with over 7,500 residents.
Services Provided

- Property Management.
- Leasing.
- Property Maintenance.
Household Composition

- Families/Households  416
  (in currently occupied units)

- Total Residents  1,247
  - Adults  1,107
  - Minors  140

- Students  260
The Villages at Treasure Island represents a significant value in the Bay Area housing market and currently experiences about 1 move out per month.
How Success is Measured

- Resident Satisfaction.
- Financial Performance.
- Facilities Maintenance.
In Addition...

- Over the past three years the Villages at Treasure Island has provided temporary emergency housing to over 10 families. This housing has been provided as a result of local emergencies including fires.

- Since 2011 the Villages at Treasure Island has partnered with Job Corps in construction, painting and facilities maintenance training.
In addition to providing these direct residential services the Housing Providers on TI/YBI also:

- Participate in bi monthly Housing Partner Meetings to coordinate and share information on items such as: water conservation, recycling, emergency preparedness, island security, parking, etc…

- Support & Co Sponsor many of the on island events such as:
  - Black History Month
  - National Night Out
  - Back to School
  - Halloween
  - TIC sponsored events

- Questions & Comments for the Providers Are Welcome