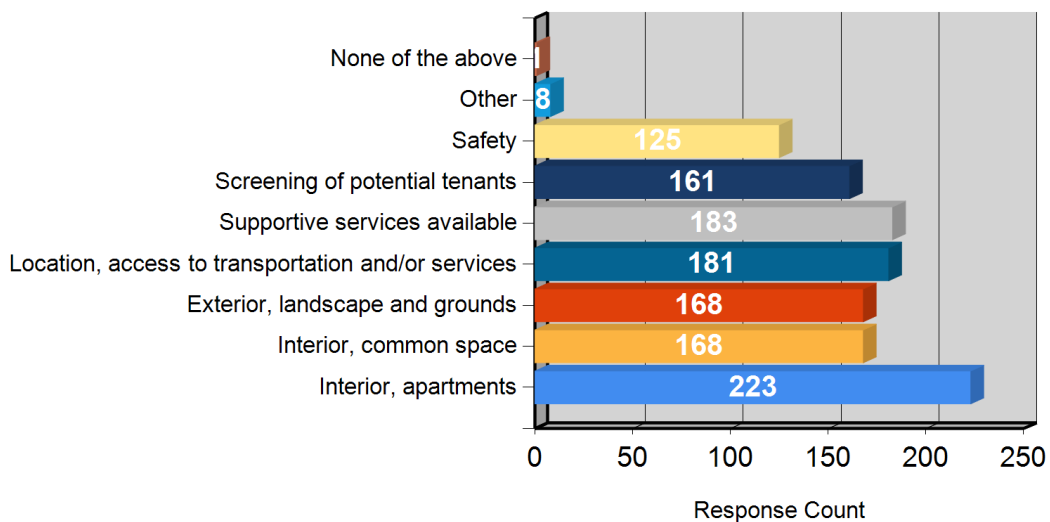


## Minnesota Housing Supportive Housing Annual Survey Summary Results 2013

Each year, properties with funding for designated long-term homeless (LTH) units are required to have staff from both property management and supportive services complete an online survey. Owners are also invited to respond. We received a total of 270 responses, representing 131 properties, an increase of more than 25 properties from the previous year. Developments in the survey include a mix of: all supportive housing, affordable housing, and mixed-income housing.

Satisfaction among respondents, as in previous years, appears very high with the developments overall. Interior of apartments, followed by location, and supportive services were all frequently cited as excellent characteristics. Many respondents (38%) indicated no aspect of the development needed improvement.

### Which aspect(s) of this project do you consider excellent? Select all that apply.



Safety is the aspect which was lowest in satisfaction and highest in needing improvement (18% of all respondents), similar to 2012 results. Location ranked high for satisfaction for many, but others indicated they would like to see improvement of access to transportation and services. Also similar to last year, a fairly small number of respondents described a need for improved supportive services (11%).

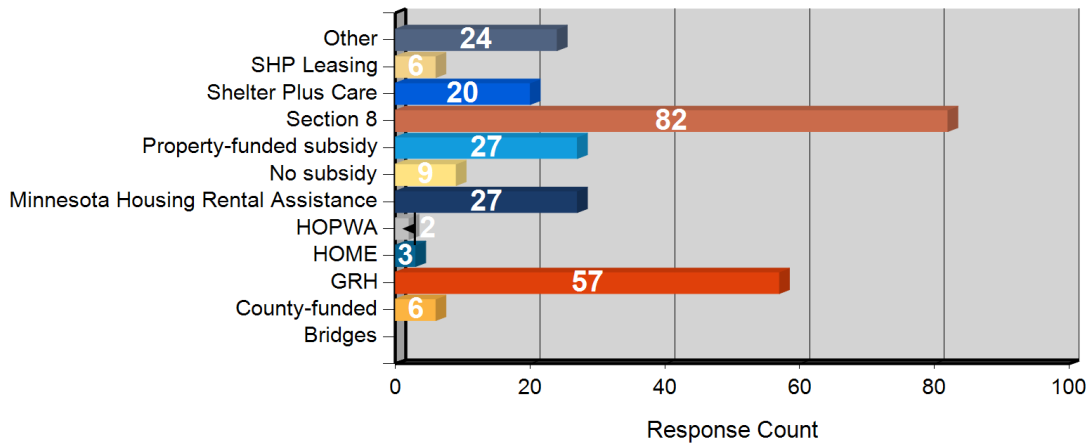
### Operations and Staffing

This year, over half of the respondents indicated they had been in their current job less than 3 years, indicating staff turnover and/or transitions. Staff reductions are anticipated to affect 3% of supportive service staff and none of the property management staff. About 10% of both service and management key staff has or is expected to change due to retirement or turnover.

Similar to previous years, 88% of respondents report that their developments have not been impacted by a loss of funding. Supportive services budgets are those most affected, including 21 of the 32 properties which cited a funding concern.

### Funding

Section 8 is the most common rental subsidy for households living in the LTH designated units (31%), followed by Group Residential Housing (GRH), which is an income supplement that contributes to housing and services (22%). Many other sources support the households, as indicated in the graph below.



### Property Management

All respondents, including service providers, answered questions about the security measures at properties. 85% felt that the current security measures were effective. 67% percent have recorded video monitoring and 47% use secure card access. 15% report having a 24-hour front desk. Ten people indicated new security measures were recently added at the development, and eight people commented that they would like additional actions, usually the installation of security cameras.

Property management staff report working with service providers to promote housing stability and prevent evictions. Each respondent listed a topic of recent discussion, and common themes included: unpaid rent, tenant selection, damages to units/housekeeping, and guest issues. Nearly all meet with tenants, when necessary, to discuss lease violations, and two-thirds participate in eviction mitigation.

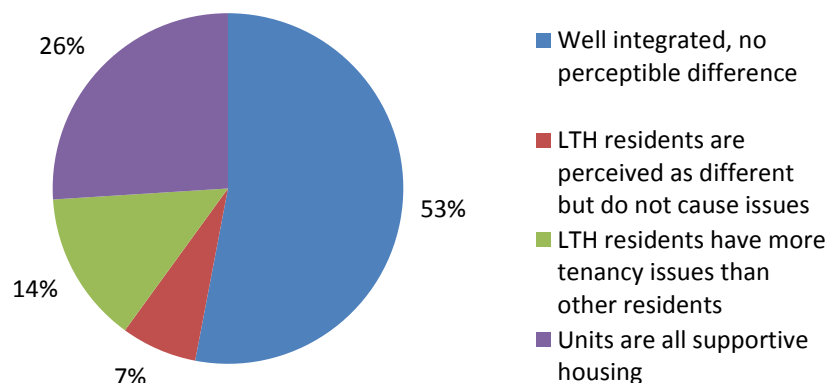
### Supportive Services

Households in LTH units continue to mix well with other units, overall. We received numerous stories describing successful outcomes for participants, many relating to education, higher incomes, budgeting, and housing stability after years of struggling with complex issues and homelessness.

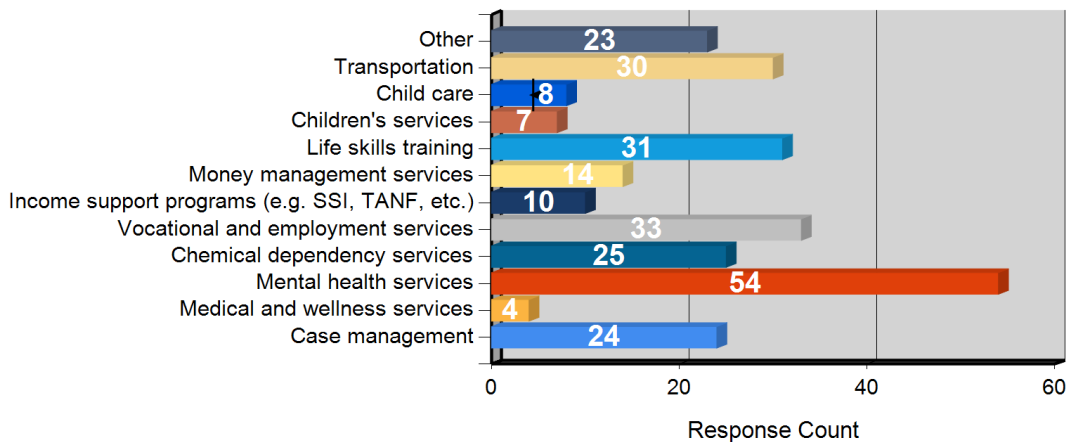
82% of all respondents, including property managers, indicated that the supportive services currently provided are to a large extent adequate to maintain housing stability.

69% of service providers provide comprehensive case management, 25% tenant service coordination, and 7% service-enriched housing. Overall, service providers report spending about 6 hours per month working with each household.

### In general, how well do the LTH residents integrate in the building?



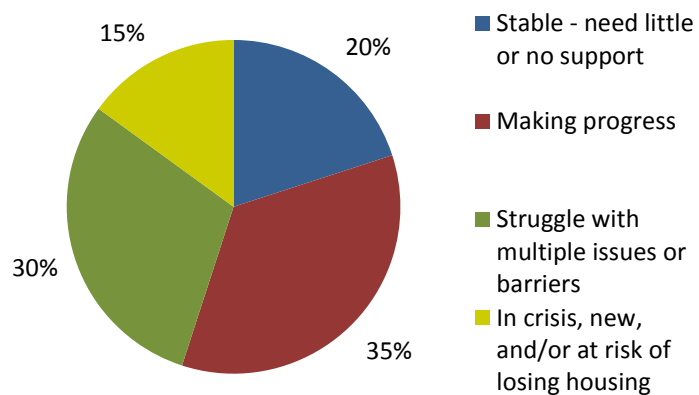
## What area do you see as having the greatest gap for different or additional supportive services?



The top service need identified was for mental health services; 21% (compared to 27% last year) of all respondents indicated it was their top priority. Most refer tenants to mental health services, only 10% provide direct service. As in previous years, employment services and life skills training have been identified as a high-need area for more services. This year there is a perceived increased need for transportation. Responses in the other category included staffing, or no gap identified.

Service providers indicated that households are currently at various levels of self-sufficiency, but most are making progress toward their goals. The number of households considered stable decreased slightly, after increasing a few percentage points last year. Overall, the results are very similar as we have seen in previous surveys.

## What percentage of your current households are at the following levels of service needs?



### Recommendations

Last year, the survey asked providers what types of topics or trainings would be helpful to them in their work. The feedback was used to direct topics for the LTH forum in November of 2013.

This year, topics of interest for future sessions included: GRH, co-occurring disorders, supporting households through transitions. People also indicated preferences for trainings focused on specific topics (77%), and/or webinars (55%) and mostly commonly would attend two times a year.

Other recommendations include:

1. Increase education and planning related to coordinated assessment.
2. Educate property managers and service providers on strategies to address housekeeping and guest issues and examples of lease violation mitigation.
3. Promote strategies to reduce late rent payments and other tenant education.
4. Identify and contact properties which indicated supportive services need improvement.
5. Develop online training modules or documents to educate staff who are new to their position, in order to ensure understanding and ongoing compliance.