



April 18, 2023

Senator Elizabeth Steiner
Representative Tawna Sanchez
Members of the Joint Committee on Ways & Means
900 Court St. NE
Salem, Oregon 97301

Dear Senator Steiner, Representative Sanchez, and Members of the Committee:

New Narrative respectfully requests your support for \$250,000 in state funding during the FY 23-25 biennium to provide technical assistance to community providers and private property managers to help expand the availability of mission-based property management for affordable housing in Oregon.

Background: Tigard, Oregon nonprofit New Narrative is embarking upon a \$600,000 project to provide technical assistance and further pilot its mission-based property management program, known as Horizon Property Management (HPM), with an expansion beyond its own portfolio of affordable housing for people who experience mental health diagnoses, addiction issues, houselessness, and severe trauma. The program has been successful internally within New Narrative over the past several years and the agency currently provides de facto technical assistance to other social service agencies on this topic. The organization hopes to further prove this model and the benefits it can provide our community. **We are requesting \$250,000 in support from the State to help make this project possible over the next biennium.**

Horizon Property Management was designed from the ground up to be person-centered and trauma-informed in its approach to partnering with tenants; the goal of the program is to create a safe and stable home where people have a sense of belonging, a voice in their community, and can thrive and live a life of their choosing. The Horizon program does this by actively engaging with clinical, peer, and residential support teams, friends and family, and a variety of community resources to keep people stabilized in housing. Operations and policies are low barrier and housing first oriented and are designed to create a mutual warmth and partnership with tenants, as opposed to an adversarial relationship. This results in New Narrative being able to successfully house people who experience multiple complex disabilities and who have been housing insecure for years if not decades, by providing a stable home where they can put down roots and thrive.

The current standard within the wider affordable housing community, and in particular permanent supportive housing sites, is for nonprofits to partner with standard for-profit property management companies, whom are not properly trained, organized, or equipped to work with people who have been houseless, traumatized, and who experience complex mental health needs. The inevitable result is housing that has too high of barriers for many of the most vulnerable in our community, and eviction rates that are unacceptably high due to scenarios that are avoidable with the property policies, structure, and staff orientation.



In order to meet the goals of the pilot, the program needs to scale up in its operational footprint to enable New Narrative to continue providing frequently requested technical assistance to peer service agencies as they explore offering their own mission-based property management programs, and to expand capacity of HPM to take on exterior relationships so the team can be properly resourced and set up to successfully partner across a variety of housing sites. This budget request of \$250,000 will help provide the organization with the resources it needs to continue providing an incredibly needed service across the housing continuum -- technical assistance to help expand the availability of mission-based property management within other organizations. Expansion of this type of program will not only benefit tenants, but the housing providers as well through lower turnover rates and more consistent occupancy within affordable housing projects serving target populations.

Benefits of Mission-Based Property Management

- *Reduced Eviction rate: 6% over 6 years; recent PSH studies in Seattle show up to 23% return to houselessness over 2-year period*
- *Trauma reduction: High chance that PSH evictions lead to homelessness and traumatization*
- *Reduced unit turnover rate and higher occupancy in housing units*
- *Reduced use of emergency services and healthcare*
*75% less emergency room use**
*80% less inpatient hospital use**

- *Higher engagement with supportive services and property management*
- *People meeting their goals and thriving in their communities*
- *Cost to system per person over 12 months*
*Houselessness – Between \$40,000 - \$100,000, depending on utilization**
*Permanent Supportive Housing - \$28,000**

(*Data Source: PSU Homelessness Study, June 2021)

We appreciate recent investments in ending our housing crisis. Please help provide this critical support to house, and keep housed, our most vulnerable populations.

Sincerely,

Julie Ibrahim, CEO

Legislative Champions for
Mission-Based Property Management:
Rep. Maxine Dexter
Rep. Mark Gamba
Rep. Emerson Levy
Rep. Zach Hudson





Community supporters of this effort include:
Bridge Meadows
Central City Concern
Cascadia Health
Native American Rehabilitation Assoc. of the NW

WHY MISSION-BASED PROPERTY MANAGEMENT MATTERS

Mission-based property management combines the trauma-informed approach necessary to work with populations experiencing mental health challenges with wraparound services to ensure lower eviction rates, lower risk of re-traumatization, and healthier, more integrated community housing.

WHO WE REACH

Our low-barrier rental criteria allows us to work with those who face typical housing denials based on

-  Low Income
-  Poor Credit
-  Criminal History
-  Lack of Rental History

SPOTLIGHT: Douglas Fir Apts.



Image: Scott Edwards Architecture

- Opened April 2023
- Permanent Supportive Apts.
- 15 Units: Studios & 1BRs
- Veterans & Referrals

Our policy and procedures encourage collaboration between property management, the tenant, and any supportive staff to proactively prevent evictions whenever possible.



ABOUT HORIZON PROPERTY MANAGEMENT

Horizon Property Management (HPM) oversees transitional housing, permanent supportive housing, and independent housing with a focus on aligning with New Narrative’s mission and objectives. HPM reduces the traditional barriers that prevent many individuals from finding housing.

MARSEE'S STORY



I was really lucky to have Horizon's help getting a place to live. I didn't understand all the paperwork or the process, but they were with me every step of the way. I don't think I could have done it without them. They are on top of things with maintenance and getting me help when I need it. So far it's been the best renting experience I have had. They really are here to help folks.



NEW NARRATIVE is a 45-year-old nonprofit community mental health agency providing integrative mental wellness and housing services in the Greater Portland area. We offer services to adults age 18 and older with a range of mental health concerns. From clinical care and peer support programs to housing, we provide resources so people seeking mental health care can develop the tools to thrive, not just survive.