



*Mammoth Lakes Housing, Inc.
supports workforce housing
for a viable economy and
sustainable community.*

STAFF REPORT

Subject: Possible partnership with County Social Services Departments to draw HDAP funding to build housing staff capacity in the region

Presented by: Patricia Robertson, Executive Director

BACKGROUND

The Housing and Disability Advocacy Program (HDAP) was established by Assembly Bill 1603 (Chapter 25, Statutes of 2016) and updated by Senate Bill (SB) 80 (Chapter 27, Statutes 2019) to assist people experiencing homelessness who are likely eligible for disability benefits by providing advocacy for disability benefits as well as housing supports. HDAP has four core requirements: outreach, case management, disability advocacy, and housing assistance.

HADP funds are allocated through the CA Department of Social Services Housing and Homelessness Branch. All three counties in our region are eligible to receive a non-competitive allocation of \$250,000 which must be encumbered by June 30, 2024. More funding is likely to be allocated next fiscal year.

MLH and Social Services staff have been in conversations regarding how to best access and utilize these funds for housing staff capacity in the region. With the growing need for housing navigator and case management services at MLH, technical assistance providers have advised that we utilize these funds to expand staff capacity and improve Coordinated Entry and referral systems as well as identify and recruit those likely eligible for HDAP services.

Our proposal is to utilize approximately \$100,00 annually (\$50,000 each from Mono and Alpine counties) to support a Housing Navigator and Case Management staff person at MLH.

CONTRACTING

The following is an excerpt from the California Department of Social Services All County Welfare Directors Letter (September 13, 2021) explaining the funding opportunity:

“II. Flexible Contracting and Administrative Efficiencies

Given that multiple rounds of funding may occur within a fiscal year or the grant period, CDSS strongly encourages grantees to make contracts and Memorandums of Understanding (MOUs) with implementing partners as flexible and easy to amend as possible. Contracts and MOUs may need to be altered to update award amounts, spending timeframes, and eligible activities (such as incorporating prevention services). **Prioritizing flexibility will facilitate continued program operations while awaiting staggered funding, especially when transitioning to a new fiscal year and awaiting the finalization of the statewide program budget.”**

ELIGIBLE USES OF FUNDS

- Administrative costs may include, but are not limited to, program administrative staff (including program supervision and data tracking staff), general administration and costs necessary for the proper administration of the program, data tracking including HMIS licenses, overhead, and program development activities.
- Direct program service costs includes case management staff, benefits advocacy staff (including staff that are qualified in building a medical case and legal aid providers to represent clients through the appeals process), housing navigation staff, and other program staff or operational costs not included within administrative costs.
- Direct financial assistance to support housing represents all housing related costs paid out on behalf of the participant. This includes costs associated with rental assistance, application fees, security deposits, first and last months’ rent, housing rehabilitation and modification costs, interim shelter assistance, move-in costs, landlord incentives, etc.

PROPOSAL

Mammoth Lakes Housing, Mono County Social Services, and Alpine County Social Services are proposing to utilize approximately \$50,000 from each county annually to fund a full-time, benefitted Housing Navigator and Case Manager at Mammoth Lakes Housing.

MLH has maintained a full-time staff capacity of two employees for at least the past 9 years. The organization receives revenue from contracts for services, grant administration, and property management. The workload involved with these programs makes it difficult for MLH to scale up program provision without additional staff capacity. In 2019, MLH was able to partner with a state-wide coalition to hire a part-time, college-student, intern and has successfully hired 3 interns to-date.

Utilizing HDAP funding to increase staff capacity at MLH is an excellent way to expand partnerships in the region to better serve those experiencing homelessness or housing instability. The funds would also further support relationship building in Alpine County.

The current proposal includes up to \$100,000 for one-year; anticipating that this funding source would be ongoing.

RECOMMENDATION

The Board should ask questions and provide any feedback and staff direction.



HOUSING NAVIGATOR

Salary range \$45,000 - \$52,000

Full-time, salaried, benefitted

INTRODUCTION

Mammoth Lakes Housing, Inc. (MLH), a nonprofit public benefit housing corporation, is accepting applications for a Housing Navigator. Experienced office professional needed to provide client intake, service referrals, manage databases, provide excellent customer service, and assist the MLH team with the implementation of housing programs and projects, including homelessness prevention. The ideal candidate will be committed to affordable housing and social justice issues.

SUMMARY

This position is funded in partnership with the Social Services Departments of Mono and Alpine counties, in an effort to improve crisis intervention for persons seeking housing services and/or experiencing homelessness in the Eastern Sierra. The Housing Navigator will identify, engage and assist individuals and families seeking affordable housing, living in overcrowded homes, on the street or in encampments, vehicles, structures not suitable for habitation, couch-surfing, or other locations or at imminent risk of homelessness. In collaboration with other agencies and nonprofit organizations, the Navigator connects clients with necessary social services & moves them from the street or other unsuitable living conditions to interim or permanent housing. Individualized care is provided to each person experiencing or at risk of homelessness and an Individualized Service Plan developed to address barriers, increase income, and maintain and sustain permanent housing. As part of the plan, the Navigator identifies support needed to accomplish the outlined goals and objectives (e.g. scheduling appointments, procuring necessary documents, such as Identification card or birth certificate, applying for public benefits, and identifying subsidized housing).

SPECIFIC DUTIES AND RESPONSIBILITIES

Duties may include but are not limited to:

- **Outreach Activities:**
 - Locate, identify, engage, and build relationships with clients in Mono and Alpine counties for the purpose of providing immediate support, intervention, and connections with assistance programs and/or mainstream social services and housing programs;

- Hold office hours at the MLH office, but also in other communities throughout Mono and Alpine counties, in locations such as community centers, libraries, or other appropriate locations and/or events;
- **Service Navigation Activities:**
 - Provide clients with housing navigation services, including housing location/placement, counseling services, assistance with housing applications and connections to all housing opportunities, including: Section 8, transitional housing, permanent affordable housing, market rate housing, and others.
 - Collaborate with service providers to provide onsite supportive services and direct connection to services such as: mental health, substance use, healthcare, employment, education and other services.
 - Work effectively and creatively as a member of an interdisciplinary case management team to support the needs of clients and attend case conferencing meetings to coordinate services with internal and outside service providers.
- **Care Coordination and Supportive Services:**
 - Conduct initial and comprehensive assessments as described in the Coordinated Entry System (CES) Policies and Procedures for the Eastern Sierra Continuum of Care (CoC).
 - Enter initial and comprehensive assessments into the Coordinated Entry System (CES) and/or HMIS (on behalf of Mono and Alpine County service providers, as appropriate).
 - Coordinate, monitor and evaluate intake and individualized needs assessment and client's progression through their (ISP), and develop modifications to (ISP) as necessary.
 - Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources and obtaining federal, state, and local benefits.
- **Contract Management and Reporting:**
 - Maintain client related data tracking systems, including case notes, outcomes and complete HMIS entries; as well as other services in accordance with CoC Written Standards, CES Policies, and federal, state, and county guidelines;
 - Complete follow-up and retention services and provide back-up documentation in client files;
 - Monitor various program income and expenses, bill out work orders, and perform scheduled reporting to the State.
- **Continuum of Care and Stakeholder Relationship Management:**
 - Participate in the Annual Point in Time Count of homeless individuals coordinated by the Eastern Sierra Continuum of Care.
 - Identify new and existing opportunities to build strong relationships with the community, business owners, realtors, landlords, housing developers, health care agencies, tribal organizations, educational institutions, and other service providers to better assist clients in accessing resources, employment, supportive services, and housing opportunities;
 - Attend collaborative meetings and actively participate in staff meetings and trainings; and
- **On-Going Professional Development:**
 - Attend job-related conferences, training, and workshops, as needed.
- **Other duties as assigned.**

QUALIFICATIONS

- Associate of Arts Degree (AA) in related field such as Social Services or Community Development and/or a recommended one year of similar experience.
- Fluency in Spanish, both verbal and written, is preferred
- Computer proficiency required - including word processing, data entry, and spreadsheets; and
- Must have valid driver's license, a good driving record, and be insurable on company policy.
- Must have excellent communication skills, both written and verbal, with ability to engage persons who are in distress without judgment; and possess strong organizational skills with the ability to prioritize and perform multiple tasks
- Capable of travel to all sites within Mono County and Alpine County
- Knowledge of:
 - Modern office practices, procedures, methods, and equipment.
 - Principles of work planning, organization, and scheduling.
- Ability to:
 - Communicate clearly and concisely, both orally and in writing.
 - Provide premier customer service to a broad range of clientele.
 - Work cooperatively with other agencies; facilitate cooperation in pressured or confrontational situations.
 - Establish and maintain effective working relationships with those contacted in the course of work.
 - Ability to work independently while being a team player.
 - Use judgment to make sound decisions.
 - Use discretion and maintain confidentiality in given assignments.
 - Gather, prepare, and maintain accurate and complete records and reports.

PHYSICAL DEMANDS

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential position functions.

In the course of performing this job, the employee typically spends time sitting, standing, climbing stairs, walking, driving, carrying (25lbs), lifting (25lbs), bending, stooping, and kneeling. Employee must be able to stand and/or walk for extended periods of time in outside environmental conditions through outreach with repetitive motion and positions. In addition, the employee must be able to operate a motorized vehicle. Specific vision abilities required by this job include: close vision; color vision; and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the essential duties of this job, the employee will spend time outdoors walking in the community and remote areas while approaching individuals' potentially experiencing homelessness. This outdoor activity may be in a variety of weather conditions that could include heat, rain, or snow.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Executive Director.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software, telephone, calculator, copy, fax, and mail machines.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally, or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry processes and procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions.

GENERAL

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPLICATION PROCEDURE

Applicants should complete the application and upload a letter of interest. If you have questions about the position, please contact Patricia Robertson at (760) 934-4740 or patricia@mammothlakeshousing.org.

Review of applications will begin TBD. The position is open until filled.